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| **If you are dissatisfied with the outcome**You have the right to approach the Parliamentary and Health Services Ombudsman:Parliamentary and Health Services OmbudsmanMillnak Tower30 MillbankLondonSW1P 4QPPhone: 0345 015 4033Website: www.ombudsman.org.uk[www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint) | **Clifton Hampden Surgery**Watery LaneClifton HampdenAbingdonOxfordshireOX14 3ELPhone: 01865 407888Email: occg.chadmin@nhs.net | **CLifton hampden surgery****Complaints Procedure**Please also see the separate complaints form available from reception |
|  |  | Date Published: April 2020 |



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| **Making a complaint**Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first. Where you are not able to resolve your complaint this way and wish to make a formal complaint you should do so **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us establish what happened more easily. In any event, this should be:* Within 12 months of the incident
* Or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. Please see the separate section in this leaflet for how to complain on behalf of someone else. Send your written complaint to:Amy Laker, Practice ManagerYou may also make your complaint directly to NHS England, who commissions our service:* By telephone: 03003 11 22 33
* By email – england.contactus@nhs.net
* By post: NHS England, PO Box 16738, Redditch, B97 9PT
 | **What we do next**We aim to settle complaints as soon as possible.We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date you raised it with us. We will respond in writing within this time and should then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we will aim to:* Find out what happened and what went wrong
* Make it possible to discuss the problem with the people concerned, if you would like to
* Make sure you receive an apology where this is appropriate
* Identify what we can do to make sure the problem doesn’t happen again

If it is not possible to conclude any investigations within the advised timescale, then the complainant will be updated with progress and revised timescales. In most cases these should be completed within six months unless all parties agree to an extension.When the investigations are complete, a final written response will be sent to you. This will include details of the result of your complaint and your right to refer the matter further to the Parliamentary and Health Services Ombudsman if you remain dissatisfied with the response (details on reverse). | **Complaining on behalf of someone else**We keep to strict rules of medical and personal confidentiality, if you wish to make a complaint and are not the patient involved, we require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for a complaints form, which contains a suitable authority for the patient to sign to enable to complaint to proceed. Alternatively we will send you one to return to us when we receive the initial complaint. Where the patient s incapable of providing consent due to illness or mental capacity, it may still be possible to deal with the complaint. Please provide precise details of the circumstances that prevent this in your covering letter. Please note we are unable to discuss any issue relating to someone else without their express permission, which must be in writing unless the above circumstances apply. We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.  |
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