

## Patient Information Leaflet – Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

### HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they occur. However, if your problem cannot be resolved in this way and you wish to make a complaint, please let us know as soon as possible. This allows us to establish what happened more easily. If doing that is not possible, your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Business Manager, Alwoodley Medical Centre, Saxon Mount, Moortown, Leeds, LS17 5DT. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

### WHAT WE WILL DO

We will acknowledge your complaint within three working days of the date of receipt. At that time we will also agree a timescale with you to fully investigate your complaint. If at any point we expect it to take longer than expected, we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

### COMPLAINING TO NHS COMMISSIONING BOARD

We believe that if you have a problem this will be best resolved by our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. **However, at the time you make your complaint you have the right to choose whether it is managed by the Practice or by the NHS Commissioning Board.** Whoever you choose at this stage will then be entirely responsible for managing your complaint throughout and you cannot change your mind at a later date.

The NHS Commissioning Board can be contacted at the following web address:  
<http://commissioningboard.nhs.uk/contact-us/>

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

## **OTHER HELP & ADVICE**

The Patient and Advice Liaison Service (PALS) provides confidential non-medical advice about NHS services both city wide and locally. They can also be contacted if you have any queries, comments, suggestions, complaints about any NHS service.



PALS Freephone 0800 0525 270. Minicom 0113 305 9495.

Information is available in a variety of community languages and formats.

## **TAKING IT FURTHER**

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel 0345 0154033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)