

## Complaints Procedure



### Talk to us.

Every patient has the right to make a complaint about the treatment or care they have received at St Fillans Medical Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [lscib-gp.stfillans@nhs.net](mailto:lscib-gp.stfillans@nhs.net)

### Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the practice manager. This can be arranged face to face or via a phone or video call. You also have the option to put your complaint in writing, this can be delivered to the practice or emailed to [lscib-gp.stfillans@nhs.net](mailto:lscib-gp.stfillans@nhs.net).



### Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The practice manager will respond within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

### Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

### Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

### Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

### Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.



## Further action and support

### Advocacy support

PoHWR support Centre - 0300 456 2370  
Advocacy People - 0330 440 9000  
Age UK - 0800 055 6112

Local Council can give advice on local advocacy services

Other advocates and links can be found on this

PHSO webpage

[www.ombudsman.org.uk/making-complaint/getting-advvice-and-support](http://www.ombudsman.org.uk/making-complaint/getting-advvice-and-support)

### Further action

If you are dissatisfied with the outcome of your complaint from either Lancashire & South Cumbria ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ  
Tel: 0345 015 4033