

## Next Steps - Investigating Your Complaint

**We will aim to look into your complaint within the timescale agreed with you initially.**

If this is not possible, we will update you in writing with the reason for the delay.

*When we look into your complaint we shall aim to:*

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you wish.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.
- We shall then be in a position to offer you a meeting to discuss the issues raised, and our findings.

## Your Rights When Making a Complaint

- You have the right to have any complaint you make about the NHS Services dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- *If you are not satisfied with the way the complaint has been dealt with by the NHS*, you have the right to take your complaint to the independent **Health Service Parliamentary and Health Service Ombudsman (PHSO), Millbank Tower, London, SW1P 4QP.**  
Ring the complaints helpline [0345 015 4033](tel:03450154033).  
Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk).  
Fax [0300 061 4000](tel:03000614000)

# Sycamore House Medical Centre

Part of Umbrella Medical

## Complaints Leaflet

*This leaflet will tell you what to do if you need to complain about any services we offer*

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any concerns, complaints, compliments or comments about our service, please do let us know because we want to be the very best we can be.



## Who To Complain To

You have the **choice** to complain to **either** Philip Hope, Locality (Practice) Manager at:

**Sycamore House Medical Centre, 111 Birmingham Road,  
Walsall, WS1 2NL**

OR

**NHS Walsall**

**Patient Experience Team 0800 328 3205**

**Voiceability 0300 330 5454**

We hope that if you have a problem, you will use our in-house 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.

## Who Can Complain

**You can complain about something that has happened to you, or about another person's treatment if either a) that person is a child or b) where a patient has sadly died.**

*We keep to strict rules of medical confidentiality.*

Therefore, if you are complaining on behalf of someone who is unable to make their own complaint, we have to know that you have their permission to do so. We must request their permission in writing, unless they are incapable of providing this due to illness.

## Time Limits

**We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned.**

If the issue cannot be sorted out in this way, and you wish to make a complaint, we would like you to let us know as soon as possible. Ideally, within a matter of days, or at most a few weeks, as this will enable us to establish what happened more effectively.

**Usually, complaints can only be investigated if they are made:**

- Within 12 months of the incident that caused the problem, or;
- Within 12 months of you realising that you have something you need to complain about.

*These time limits can be waived if there are good reasons why you could not complain sooner.*

## What The Practice Will Do

**We shall acknowledge your complaint within 3 working days, preferably in writing.**

We will agree with you on a complaint plan which will include:

- Details of all parties and how they can be contacted.
- The issues that require addressing.
- The planned outcomes.
- How the matter will be investigated (proportionate to risk).
- The timescale for the investigation and any interim progress reports to be provided to the complainant.
- How the responses will be provided.
- What support has been suggested for the complainant.
- How the practice will provide follow-up on any action taken as a result of a complaint, as a means of continuous improvement.