

# Whitwick Road Surgery

## Complaint Guideline for Patients

This practice operates its Complaint Procedures in-line with the NHS Guidelines. We would hope that any complaints can be resolved quickly. Should you have any comments or complaints please ask to speak to the Practice Manager.

### The Principles of the Guidelines

This new single approach to dealing with complaints covers the whole of the NHS and Adult Social Care Services and will help organisations deal more effectively with them. It has three main principles: Listening Responding and Improving.

The Practice will ensure that complaints are:

1. Dealt with efficiently
2. Investigated thoroughly and fairly
3. Complainants are treated with respect and courtesy
4. Help will be given to other bodies who may be able to support you through the process where appropriate
5. Responses to complaints will be timely and appropriate
6. The practice will ensure relevant learning points and outcomes are acted upon and you are kept informed

### Practice Designate

The Practice Manager (in her absence the Operations Manager) will be responsible for dealing with complaints and ensuring that all relevant Doctors and staff are involved.

### What can you complain about?

A person can complain about the level of service they received, the standard of the service and/or the person providing that service.

### Who can complain?

Normally the complaint would be from the person directly affected. A person complaining on behalf of another person may need to provide consent to ensure that the Practice meets Patient confidentiality and Data Protection/GDPR regulations.

## How to complain

Complaints can be made verbally or written. Verbal complaints may be resolved within a shorter period of time but will be treated with equal respect. You may be asked to put your complaint in writing to ensure that all the relevant information is available.

## Other Involvement

If you are unhappy with how the Practice handles your complaint, you can contact the Leicester Leicestershire Rutland ICS/CCG or an Independent Advocacy Service.

## Practice Standard

This Practice welcomes suggests, constructive criticism and complaints to improve the level of service that we provide.