

**To contact NHS England**

By telephone: 03003 11 22 33  
By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
By post: NHS England,  
PO Box 16738, Redditch, B97 9PT

**For assistance making a complaint**

Swan Advocacy  
NHS complaints advocacy in Somerset  
Hi-Point, Thomas Street  
Taunton TA2 6HB  
[Somerset@swanadvocacy.org.uk](mailto:Somerset@swanadvocacy.org.uk)

Cannington Health Centre  
Mill Lane Cannington  
Bridgwater TA5 2HB  
Tel: 01278 652335  
Fax: 01278 652435

Revised December 2015

---

**CANNINGTON HEALTH  
CENTRE**

**PRACTICE COMPLAINTS  
PROCEDURE**

---



## AT CANNINGTON HEALTH CENTRE

we try hard to provide the best possible service to you at all times.

Unfortunately there may be times when you feel we have not succeeded and you need to make a comment, suggestion or complaint.

This leaflet explains how to go about it and what we will do.

We understand that you may be very reluctant to make a complaint, comment or suggestion because you think it may cause difficulties for yourself or members of the practice team. However we do really welcome your views because we want to give you the best service we can.

## HOW TO MAKE A COMPLAINT

---

If you wish to make a complaint you should do so as soon as possible after the event, preferably in writing, to the practice manager Mrs Moira Allen.

## TIMESCALE

---

Sometimes the practice manager will be able to resolve the problem straightaway, sometimes it will need further investigation. If your complaint is in writing you will acknowledge it within 3 working days and respond to the complaint within 14 days. If investigation is going to take longer we will let you know.

## RESOLUTION

---

At the end of our investigations we will either write to you or arrange a meeting with you. You may wish to have a friend or relative with you at that meeting. We will give you an explanation and discuss any improvements that we need to make. We hope that after this you will feel that we have dealt with the matter thoroughly and that it has been resolved to your satisfaction. If however you feel that you still need to pursue your complaint we will direct you to the next stage.

## WHAT NEXT

---

If at the end of the practice process you remain dissatisfied you can put your complaint to the Health Commissioners (NHS England) or the Health Service Ombudsman.

The Ombudsman can carry out independent investigations into complaints about poor treatment or service provided throughout the NHS in England. The Ombudsman's services are free.

The contact details are on the next page

## Health Service Ombudsman

Helpline 0345 015 4033

Email

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

The Parliamentary & Health Service Ombudsman

Millbank Tower, Millbank

London, SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## CONFIDENTIALITY

---

Please remember that we have a duty of confidentiality to our patients. You may make a complaint on your own behalf or on behalf of someone who is under 16 years of age. You may also speak for someone who is too ill or otherwise unable to deal with the matter but we may ask you to obtain the person's written permission. You can complain about the treatment of someone who has died but we still have a duty of confidentiality towards the deceased.

We hope that you will give us the chance to look into and, if necessary, put right any problems you have identified or mistakes that have been made. *Our practice procedure cannot deal with questions of legal liability or compensation. You should contact the local area team of NHS England or the Independent Complaints Advocacy Services for further advice. See overleaf for contact details.*