



The Grange Group Practice
Fartown Grange
Spaines Road
Huddersfield
HD2 2QA

PATIENT COMPLAINT PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with incidents. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible since this will enable us to establish what happened more easily.

Complaints should be addressed to Davinder Singh, Practice Manager, or any of the partners.

Alternatively, you may wish to ask for an appointment with a senior member of the team in order to discuss your concerns. The complaints procedure will be explained to you and your concerns will be dealt with promptly.

Please be as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within fourteen working days of the date when you raised it with us. You will be informed if there is going to be a delay.

We shall then offer you an explanation, or a meeting with the people involved. We shall aim to:

- Find out what happened and what went wrong,
- Arrange for you to discuss the problem with those concerned,
- Make an apology to you, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

Complaining to the Greater Huddersfield Clinical Commissioning Group

We hope that if you have cause to complain, that you will use 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.

This does not affect your right to approach the local Clinical Commissioning Group via the contact details below if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigations.

For further advice please contact:-

Complaints Manager	PALS
Clinical Commissioning Group	WEST YORKSHIRE
Broad Lea House	COMMISSIONING SUPPORT UNIT
Bradley Business Park	DOUGLAS MILL
Dyson Wood Way	BOWLING OLD LANE
Bradley, Huddersfield	BRADFORD
HD2 1GZ	BD5 7JR
	Tel: 0800 0525 270
	Email: WestYorksPALS@nhs.net
	Opening times: 08.30 – 16.30

COMPLAINTS	THE PARLIAMENTARY & HEALTH
NHS ENGLAND	SERVICE OMBUDSMAN (PHSO)
P.O. BOX 16738	MILLBANK TOWER
REDDITCH	MILLBANK
B97 9PT	LONDON
Email:	SW1P 4QP
England.contactus@nhs.net	Email:
	phso.enquiries@ombudsman.org.uk

Complaining on behalf of someone else

Please note that we keep patient information strictly confidential.

If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are unable (due to illness) to provide this (see example below).

Example, where the complainant is not the patient.

I _____ authorise the complaint to be made on my behalf by _____

and I agree that the practice may disclose (only in so far as is necessary to answer the complaint) confidential information about me which I provided to them.

Patients signature _____ Date _____