

# **PRACTICE COMPLAINTS PROCEDURE**

Chafford Hundred Medical Centre  
Drake Road  
Chafford Hundred  
Grays  
Essex  
RM16 6RS  
Telephone: 01375 480000

## ***INTRODUCTION***

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 can only put things right if you let us know what is wrong.

We hope that most problems can be sorted out easily and quickly, often 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 formal 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. This will enable us to establish what happened more easily but if it is not possible to do that, please let us have details of your complaint within 12 months from the date on which a matter occurred or the matter came to your notice.

## ***WHAT YOU NEED TO DO***

### **Written Complaints**

Complaints should be addressed in writing to Mrs Dori Tillett, Practice Manager. If a representative is acting on your behalf they must provide written consent (unless you are incapable because of illness) for us to ensure there is no breach of confidentiality.

### **What to include:**

- Your full name, address and telephone number.
- Who or what you are complaining about.
- Details of where and when the events took place.
- Specific questions that you want answering.
- What you would like to see happen as a result of your complaint.

### **WHAT WE SHALL DO**

- Contact you within three working days to discuss and agree how you wish for your complaint to be handled.
- Agree specific areas of concern.
- Discuss suitable timescales for our response to you.
- Keep you informed throughout the process.
- Provide you with a written response, including details of actions we take to improve our services.

Under this procedure Dori Tillett will manage its day to day operation and Dr Kolita Gunasekera will have overall responsibility for its implementation and for ensuring that any lessons learnt are applied.

**This is called local resolution.**

### **Alternatively**

If you do not wish to make a complaint in writing but would like to discuss any concern you may ask for an appointment with Dori Tillett or her deputy. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. If you are anxious you may wish to bring a friend or relative with you.

Should you prefer you can make your complaint to the Mid & South Essex Integrated Care Board and they can be contacted at:

Mid & South Essex Integrated Care System, Phoenix House,  
Christopher Martin Road, Basildon, SS14 3HG  
Tel: 01268 594444  
Email: [mseicb.complaints@nhs.net](mailto:mseicb.complaints@nhs.net)

However you should note that if a complaint lodged with the Practice is not resolved locally it cannot then be referred to the MSEICB although it can still be referred to the Health Service Ombudsman.

#### **WHO ELSE CAN HELP YOU?**

Independent Complaints Advocacy Service (POhWER ICAS) provides a confidential complaints advocacy service to members of the public who wish to complain about any aspect of NHS care - Telephone **0300 4562370**

Thurrock Signposting: You may find it helpful to seek advice from the local Signposting office. Although staff will not be able to take up a formal complaint on your behalf, they can give general advice on the Complaints Procedure and may be able to help you resolve a less serious complaint by informal negotiation. The Thurrock Signposting team can be contacted on 01375 389883.

You can also get help to make a complaint about your NHS Practitioner from the local Citizens Advice Bureau.

#### **WHAT TO DO IF YOU ARE NOT HAPPY WITH OUR RESPONSE**

Firstly please let us know what issues are still outstanding.

If you still remain dissatisfied with the response to your complaint, you have the right to ask The Parliamentary and Health Service Ombudsman to undertake an independent review of your case. They can be contacted at:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank, London, SW1P 4QP  
Helpline - 0345 0154033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)