

Pavilion Surgery

2-3 Old Steine, Brighton BN1 1EJ

Tel: 01273 685588 Fax: 01273 689271

**Practice Complaints Procedure**

If you have a complaint or concern about the service that 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 complaints.

**How To Complain**

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 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 most easily. If it is not possible to do that, please let us have details of your complaint:

-within 6 months of the incident that caused the problem; or

-within 6 months of discovering that you have a problem,

 provided that this is within 12 months of the incident

Complaints should be addressed to Michelle Spicer, Practice Manager, or any of the doctors. Alternatively, you may ask for an appointment with Michelle Spicer in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

**What we shall do**

We shall acknowledge your complaint within three working days and the Practice will fully investigate your complaint and will contact you in due course with our findings.

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 would like this
* Make sure you receive an apology, where this is appropriate
* Identify what we can do to make sure the problem doesn’t happen again

**Complaining on behalf of someone else**

Please note that we keep strictly to rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his/her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

**Complaining to an independent body**

We hope that if you have a problem, 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 but this does not affect your right to approach an independent body if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. In this event you should contact Complaints Officer NHS England (South East) York House, 18-20 Massetts Road, Horley, Surrey RH6 7DE. If you are not satisfied then you can ask for an independent review through the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1 4QP.