

## COMPLAINTS PROCEDURE

We aim to provide high quality services. However, if you have a complaint or are concerned about the treatment received from the doctors or any of the staff working in this Practice, please let us know.

### How to complain

We hope that most of the problems can be sorted out easily and quickly, usually 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 do so as soon as possible (ideally within a few days) as this will help us find out what happened more easily.

Although you should try to make your complaint as soon as possible, we can consider complaints made within 6 months of the date of discovering the problem, provided this is not longer than 12 months after the event. If it is clearly unreasonable in the circumstances to make a complaint earlier and where it is still possible to investigate the facts of the case, we can consider extending this time limit.

Complaints should be addressed to the Practice Manager or any of the doctors. Alternatively, you may ask for an appointment to discuss your concerns directly.

### What we shall do

We will acknowledge your complaint, normally within three working days of receipt, and aim to respond to the issues raised within 10 working days. Should the complaint take longer than this to resolve, we will inform you accordingly. We shall then be in a position to offer an explanation, or a meeting with those involved. In investigating your complaint, we shall aim to:

- Collect the facts
- Apologise where appropriate
- Identify what we can do to make sure the problem does not happen again.
- Enable you to discuss our response and actions therefrom
- Advise you where to seek further advice at that point including external agencies

Anonymised copies of all written complaints and our responses will be forwarded to the

Health & Social Care Board within three working days of our written response being issued to you.

### Complaining on behalf of someone else

You can also complain on someone else's behalf, although you will need their consent. A signed letter from the patient authorising you to act on their behalf will be required. If it is not possible for the patient to consent, the complaint can be brought by an advocate.

### Complaining to the Strategic Planning & Social Care Group (formerly the Health & Social Care Board)

We hope that, if you have a problem, you will make use of our Practice-based complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If despite this you are dissatisfied with the result of our investigation or you do not feel comfortable speaking to any of our Practice staff, you may seek advice from the:

Complaints Office  
Strategic Planning & Performance Group  
Department of Health  
12-22 Linenhall Street  
Belfast BT2 8BS  
Switchboard Tel No: 0300 555 0115  
Complaints Hotline No: 028 9536 3893  
Email: [complaints.sppg@hscni.net](mailto:complaints.sppg@hscni.net)

An information leaflet is attached explaining how your concerns will be handled and contact details for the Patient and Client Council who also offer support for complainants, if required. Their Headquarters are at:

Patient and Client Council  
5<sup>th</sup> Floor, 14-16 Great Victoria Street  
Belfast BT2 7BA

[info@pcc-ni.net](mailto:info@pcc-ni.net)

In the event that these measures have not resolved the issue, you can refer your complaint to the Northern Ireland Public Services Ombudsman within 6 months of receiving the Practice final response at:

Northern Ireland Public Services Ombudsman  
Progressive House  
33 Wellington Place  
Belfast BT1 6HN  
Tel: 028 9023 3821 or Freephone: 0800 343424  
Text Phone: 028 9089 7789  
Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)  
[www.nipso.org.uk](http://www.nipso.org.uk)

### **Complaints about Trust staff, Community Services or the building**

Certain professionals such as the Treatment Room nurses, district nurses and health visitors are contracted by South Eastern Health & Social Care Trust and they are responsible for dealing with any complaints relating to these employees.

The building is owned and maintained by the South Eastern Health & Social Care Trust.

Any complaints about Trust staff, Community Services or the building should be addressed to: The Complaints Patient Liaison Department, Health & Care Centre, 39 Regent Street, Newtownards BT23 4AD, tel: 028 9056 1427, email: [complaints@setrust.hscni.net](mailto:complaints@setrust.hscni.net) .

**DRS RUDELL,  
CAMPBELL, WARKE,  
HAMILTON, STEELE & McKEE**

**IF YOU HAVE A  
COMPLAINT  
ABOUT OUR SERVICES,  
WE WANT TO HEAR FROM YOU**

**Lisburn PCCC  
39 Hillsborough Road  
Lisburn BT28 1JP  
Tel: 028 9260 3090  
[reception.z00229@gp.hscni.net](mailto:reception.z00229@gp.hscni.net)  
[www.drruddellandpartners.co.uk](http://www.drruddellandpartners.co.uk)**