MOURNESIDE FAMILY PRACTICE

COMPLAINTS PROCEDURE

Introduction

This revised procedure sets out the Practice’s approach to handling complaints.

**General Provisions**

The Practice will take reasonable steps to ensure that patients are aware of

* The complaints procedure
* The role of SPPG and other bodies in relation to complaints about services under the contract
* Patient’s right to assistance from independent advocacy services.

**Receiving complaints**

The Practice may receive a complaint made by, or (with his/her consent) on behalf of a patient, or former patient who is receiving or has received treatment at the Practice, or

* Where the patient is a child:
  + By either parent, or in the absence of both parents, the guardian or other adult who has care of the child
  + By a person duly authorised by a local authority to whose care the child has been committed under the provision of The Children (NI) Order 1995

**Handling complaints**

Complaints may be received verbally or in writing and should be forwarded to the Practice Manager.

* ***By Phone on:* (028) 71383737**
* ***By email at: reception.Z00601@gp.hscni.net***
* ***In writing to:* FAO Practice Manager  
   1A Ballycolman Avenue  
   Strabane  
   County Tyrone  
   BT82 9AF**

The Practice Manager will be responsible for the operation of the complaints procedure and the investigation of complaints.

All written complaints are reported to the Clinical Governance Lead and the Practice Manager gives a copy of the complaint to him/her.

**Action upon receipt of a complaint**

When the Practice receives a written complaint, a letter acknowledging receipt of the complaint is sent to the patient within 3 working days or where that is not possible as soon as reasonably practicable. A response is sent to the patient within 10 working days from receipt of complaint; however if this is not possible as soon as is reasonably practicable.

**Review of complaints**

Complaints will be reviewed at the weekly practice meeting to ensure appropriate action is taken to resolve the complaint. A full review of complaints will be carried out annually – generally at the end of March – to identify trends or additional actions / learning points.

**Confidentiality**

All complaints are treated in the strictest of confidence. The investigation may require consideration of the patient’s medical records. The investigation may involve disclosure of patient information to a person outside the Practice.

**Advocacy Service**

The patient has the right to approach the Patient and Client Council as follows:

* ***By Phone on: Freephone 0800 917 0222***
* ***By email at: info@pcc-ni.net***
* ***By post: FREEPOST, PATIENT and CLIENT COUNCIL***

***Or***

# The Strategic planning and Performance Group (SPPG) Complaints Department can provide help, support and advice; act as “honest broker”

* ***By Phone to Complaints Hotline on:* (028) 95363893**
* ***By email at:*** [***complaints.sppg@hscni.net***](mailto:complaints.sppg@hscni.net)
* ***In writing to:* Strategic planning and Performance Group  
   Complaints Office  
   12-22 Linenhall Street  
   Belfast  
   BT2 8BS**

Under our complaints procedure, if you are not satisfied with the response, you may contact **“Northern Ireland Public Services Ombudsman”** within 6 months of the practice response to your complaint.

* **Click on the link below:**

“[**Northern Ireland Public Services Ombudsman**](https://nipso.org.uk/nipso/making-a-complaint/how-do-i-make-a-complaint-to-nipso/)**”**

* **By Phone on: 0800 34 34 24 (this is a Freephone number)  
  Or 028 9023 3821 (switchboard)**
* **By E-mail on:** [**nipso@nipso.org.uk**](mailto:nipso@nipso.org.uk)
* **By Freepost to: Freepost NIPSO  
   Progressive House**

**33, Wellington House**

**Belfast  
 BT1 6HN**