

## Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.**

### **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 – because this will enable us to establish what happened more 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 is within 12 months of the incident.

Mrs Harkin will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to Mrs Harkin

***In writing*** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Mrs Harkin as soon as possible

**Please note that anonymised copies of all written complaints and their responses are required to be copied to the HSCB for monitoring purposes.**

### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

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 appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or 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.

### **What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

Under the Health and Social Care Complaints Procedure, if you remain dissatisfied with the Practice's response you may ask the NI Ombudsman to consider your complaint. He may be contacted as follows:

The NI Commissioner for Complaints (Ombudsman)  
Freepost BEL 1478  
33 Wellington Place  
Belfast  
BT1 6BR

Tel: 0800 343424

You may also contact the Patient and Client Council who offer support for complainants, if required. They have local offices in Ballymena, Craigavon, Omagh, with its HQ at 1<sup>st</sup> Floor Ormeau Baths, Ormeau Avenue, Belfast BT2 8HS – email [info.pcc@hscni.net](mailto:info.pcc@hscni.net) or Freephone 0800 917 0222

### **Help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

**Clarendon Medical**  
**35 Northland Ave**  
**Derry, BT48 7GW**  
**Telephone: 028 7126 5391**

**Comments, complaints and suggestions**