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THE COMPLAINT POLICY

Colindale Medical Centre

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Colindale Medical Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch B97 9PT
03003 112233
england.contactus@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

We look to settle complaints as soon as possible. We will acknowledge receipt within 5 working days and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know and provide regular updates regarding the investigation of your complaint.



Investigating complaints

Colindale Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance. Colindale Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third Party Complaints

Colindale Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Colindale Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Milbank Tower

Milbank

LONDON SW1P 4QP

T 0345 015 4033

www.ombudsman.org.uk

Advocacy support:

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services