**PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in Ramsey Health Centre, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria as laid down by the NHS.

**How to complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and directly with the person concerned. If your problem cannot be resolved 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 this, please let us have details of your complaint:

* Within 6 months of the incident that is the cause of the problem; or
* Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

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

**What you should do**

Complaints should be addressed to:

Practice Manager, Ramsey Health Centre, Mews Close, Ramsey, Cambs PE26 1BP; or emailed to Practicemanager.ramseyhc@nhs.net

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The Manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

**Our Commitment to You**

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten 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 aim to:

* Find out what happened and what went wrong.
* Make it possible for you to discuss the problem with those concerned if this is your wish.
* Ensure the complaint is resolved to your satisfaction.
* Make sure you receive an apology, where this is appropriate.
* Identify what needs to be done to ensure the problem does not arise again.

**Complaining to the NHS**

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

If you feel you cannot raise your complaint with us or if you have tried to resolve a complaint with us and this has failed, you may register an official complaint to NHS England who are responsible for public queries and complaints relating to primary care.

By telephone: Customer Contact Centre (CCC) – 0300 3112233

By email: <http://www.england.nhs.uk/contact-us/complaint>

**The Health Service Ombudsman**

The Parliamentary and Health Service Ombudsman website contains detailed information on raising a complaint about any aspect of the NHS in England - [www.ombudsman.org.uk](http://www.ombudsman.org.uk). There is also a leaflet explaining the procedure of bringing a complaint to the ombudsman.

To contact the ombudsman:

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk.

In Writing: The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank
London
SW1P 4QP