

## **COMPLAINT PROCEDURE**

The Doctors and staff at this practice are committed to providing high quality healthcare and services to our patients. The majority of our patients are satisfied with the care and treatment they receive. However, it is acknowledged that on occasions a patient may be unhappy about the service provided, and may wish to complain.

If you have a complaint or concern about the service you have received from the doctors or staff working at this practice, please let us know. We operate a complaints procedure as part of the NHS system for dealing with complaints. Our complaints procedure meets national criteria.

### **How to complain**

We hope that most problems can be sorted out easily and quickly, often at the time when 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. This will enable us to establish what happened more easily. If this is not possible, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem
- OR
- Within 12 months of discovering that you have a problem relating to a specific incident.

Complaints should be addressed to Saththar Ghouse, Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. He will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It would be of great help if you

would be as specific as possible about your complaint

### **What we shall do**

We shall acknowledge your complaint within three working days and we will invite you to discuss the complaint and plan the way forward, including time scales for a response. We shall strive to offer you an explanation as soon as possible 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 involved, if you would like this
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure that the problem does not happen again.

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

Please note that we keep strictly to the rules of medical

confidentiality. Therefore if you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (i.e. due to illness) of providing this.

### **Assisting you during this process**

If you would prefer to speak to someone not directly involved with your care, you can write to the NHS England, London Region Complaints team. Their staff will aim to act as “honest brokers” in trying to sort out complaints and can make enquiries on your behalf. They will assist you and the surgery in resolving the complaint. The Complaints team can also offer Conciliation. This is a free service to patients and clinicians. The aim is to assist both parties to talk through the complaint in the hope of reaching

a resolution that both parties accept.

The address to write to is:  
NHS England – London Region complaints team.  
PO Box 16738,  
Redditch  
B97 9PT  
Tel: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

The **Independent Complaints Advocacy Service (ICAS)** on 0845 120 3784 can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting.

Email: [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net)

### **If you are not satisfied**

There may be times when you consider that the complaint has not been resolved to your

satisfaction. You can then contact the Parliamentary and Health Service Ombudsman (PHSO) on 03450154033. Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk).

Remember:

- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment or care. We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

# **DR J WIJERATNE & PARTNERS**

**Belmont Health Centre  
516 Kenton Lane  
Harrow, Middx.  
HA3 7LT**

[www.belmonthhealthcentre.co.uk](http://www.belmonthhealthcentre.co.uk)

[jwbelmonthc@nhs.net](mailto:jwbelmonthc@nhs.net)

## **MAKING A COMPLAINT**

Telephone - 020 8863 6863

**Dr W Wijeratne  
Dr S Wijendra  
Dr I Ekneligoda  
Dr J Tanna**

Practice Manager:  
**Saththar Ghouse**