

# COMPLAINTS LEAFLET

## **HOW TO COMPLAIN**

We aim to provide a competent, caring and comprehensive service that is also personal. We understand that there may be times when a patient is disappointed with the level of service given and would welcome constructive comments as to how we can improve. If you are unhappy with any aspect of our service, we would ask that you make your comments, suggestions, criticism or complaints either in person, by letter, phone or email initially to the Practice Manager: Mrs Rhonda Patton.

Email – [PracticeManager.Z00454@gp.hscni.net](mailto:PracticeManager.Z00454@gp.hscni.net)

Telephone – 028 40662692

The Practice Manager will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will greatly assist us if you are as specific as possible about your complaint. The Patient and Client Council (PCC) are available in assisting complainants and provide advice and support through the HSC Complaints Procedure.

You can get practical help to raise your complaint, should you wish to do so, from the PCC.

You can contact a PCC Officer at:

Telephone 0800 917 0222

Email: [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)

The Patient and client Council has its Headquarters in Belfast with a local office in Craigavon.

Quaker Buildings

High Street

Lurgan

BT66 8BB

For more information, visit the PCC's website:

[www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)

Although you should make your complaint as soon as possible after the event, if you were not aware that there was potential cause for complaint the complaint should be made within six months of becoming aware of the cause for complaint or within twelve months of the date of the event whichever is earlier.

Please note that the Practice adheres to GDPR regulations, however Medical Records may need to be disclosed to those investigating the Complaint if relevant to the Investigation. If you are complaining on behalf of someone else, we have to know that you have their permission. A note signed by the person concerned and witnessed by the patient will be needed. If this is not possible the complaint should be made by the next of kin.

### **WHAT WE WILL DO**

We shall acknowledge your complaint, normally within three 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 those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Enable you to discuss the problem with those concerned, if you would like this
- Ensure you receive an apology, where this is appropriate; and
- Identify what we can do to make sure the problem does not happen again.

Please be aware that as part of the HSC Complaints Procedure, anonymised copies of all written complaints received by the Practice together with their respective responses, will be forwarded to the Strategic Planning and Performance Group (SPPG) of the Department of Health for monitoring purposes within 3 working days of the response being issued. If you do not wish for your documentation to be provided to the SPPG you should let the Practice know.

We hope that, if you have a problem, you will make use of our Practice Complaints Procedure. We believe this will provide the best chance of putting right whatever has gone wrong and give an opportunity to improve our Practice. This does not affect your right to approach the SPPG Complaints Team if you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation.

If you do not wish to make your complaint directly to the Practice you may contact the SPPG Complaints Team (SPPG) 12-22 Linenhall Street, Belfast, BT2 8BS to act as honest broker Tel 028 95363893.

Email: [complaints.sppg@hscni.net](mailto:complaints.sppg@hscni.net)

The Northern Ireland Public Service Ombudsman expects you to have raised your complaint initially with the Practice. This is known as 'local resolution'. If you are still dissatisfied once your complaint has been responded to by the Practice you are entitled to ask the Ombudsman to investigate your case. You can contact the Ombudsman by writing to:

**The Northern Ireland Public Services Ombudsman  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN  
Freepost NIPSO**

**Or by telephoning Freephone 0800 343424 or 02890233821**

Should you wish to refer the matter to the Ombudsman you should do so within six months from the date of conclusion of the Practice's Complaints Procedure