COMPLAINTS & COMMENTS FORM

**HOW TO COMPLAIN**

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Farhaanah Begum Practice Manager who will try to resolve the issue and offer you further advise on the complaint’s procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

* Within 6 months of the incident that caused the problem

**OR**

* Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

* Ascertain the full circumstances of the complaint
* Make arrangements for you to discuss the problem with those concerned, if you would like this
* Make sure you receive an apology, where this is appropriate
* Identify what the practice can do to make sure the problem does not happen again.

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Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of complaint/comment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Details:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Nightingale House Surgery**  1-3 Nightingale Road, Edmonton, London, N9 8AJ  Tel: 0208 805 9997 Email: nclicb.nightingalehousesurgery@nhs.net  Website: [www.nightingalehousesurgery.nhs.uk](http://www.nightingalehousesurgery.nhs.uk)  Complaint & Comments  Leaflet  Complaints Stock Illustrations – 1,020 Complaints Stock Illustrations,  Vectors & Clipart - Dreamstime  **PARTNERS**  Dr D Abidoye  Dr Y Chong  **SALARIED**  Dr E Ajogbe  Dr M Kashem  **Complaints email address**  [**nclicb.nightingalehousesurgery@nhs.net**](mailto:nclicb.nightingalehousesurgery@nhs.net) |
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**PRACTICE COMPLAINTS PROCEDURE**

**PALS, ICAS & OMBUDSMAN**

**PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on [**https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals/**](https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals/)

**INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on

<http://www.pohwer.net/nhs-complaints-advocacy>

**ADVOCACY SERVICE FOR NHS COMPLAINTS**

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on

Telephone - 0300 456 2370 (charged at local rate)

Minicom - 0300 456 2364

Text - send the word 'pohwer' with your name and number to 81025 Email - pohwer@pohwer.net

**OMBUDSMAN**

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that NIGHTINGALE HOUSE SURGERY keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

**COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following official bodies:

**North Central London Integrated Care Board**

Post: North Central London Integrated Care Board

Complaint Team Laycock PDC Laycock Street

London N1 1TH

Telephone: 020 3198 9743

E-mail: [nclicb.complaints@nhs.net](mailto:nclicb.complaints@nhs.net)

**CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: http://www.cqc.org.uk

We offer a practice-based complaints procedure to deal with comments, suggestions or complaints about the services we offer.

Our aim is to give you the highest possible standard of service and we try to deal with problems that may occur swiftly and properly.

We always try to provide the best possible service, but there may be times when you feel that this has not happened. This leaflet explains what to do if you have a complaint about any of the services we provide for you.

Our practice procedure is not able to deal with questions of legal liability of financial compensation. We hope that you will use it to allow us to investigate any problems you have identified and allow us to put right any mistakes that have been made.

If you have a formal complaint to make, it is always advisable to try and resolve an issue directly with the provider in the first instance.

If you wish to make a complaint, please address the complaint to our Practice Manager Farhaanah Begum in writing or by arranging an appointment.

