**Berinsfield Health Centre- Administrative Protocols**

**6. Complaints Protocol- information for Patients**

If you have a complaint or concern about the service you have received from the doctors or any of the staff at Berinsfield Health Centre, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints and our procedure meets these national criteria.

**How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time 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 it is not possible to do that, please let us have the details of your complaint within 6 months of the incident that caused the problem or within 6 months of the date of discovering the problem, provided that it is within 12 months of the incident.

Complaints should be addressed to Rita Cabrita, the Practice Manager, or any of the doctors. We encourage you to write down what happened or to make an appointment with the Practice manger to discuss your concerns. We prefer not receive complaints by telephone or via email. The Practice Manager will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

**What we will do**

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 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 will aim to:

* find out what happened and what went wrong
* make it possible for you to discuss the problem with the people concerned, if you would like to do that
* make sure you receive an apology where this is appropriate
* identify what we can do to make sure the problem does not happen again.

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable of providing this.

**Taking your complaint further**

We hope that if you have a problem you will use our practice complaints procedure and talk through your concerns with us. We believe that this will give us the best chance of putting right whatever has gone wrong and give us the opportunity to improve our practice.

If you are unhappy with the response to your complaint you can contact SEAP:

Support Empower Advocate Promote

Oxford Office

PO Box 375

Hastings

TN34 9HU

Tel 0300 3435718 Fax 01865 725195; Email: oxfordshire@seap.org/uk