

## DR MELLOR AND PARTNERS

Garland House Surgery  
1 Church Street  
Darfield  
Barnsley  
S73 9JX  
Tel: 01226 759622

### COMPLAINTS – INFORMATION FOR PATIENTS

#### Informal Complaints to the Practice

If you are unhappy about any part of the service that we provide you have a right to have your concerns heard. You can speak to any member of staff or the Practice Manager about your concern and we will try to resolve it as quickly as possible.

If you wish to make a complaint on behalf of a relative, please note that for reasons of confidentiality we will need their agreement before we can discuss anything with you.

#### Formal Complaints to the Practice

If you do not wish to use our informal procedure, we have a formal complaints procedure which allows you to have your complaint formally investigated. Forms are available from reception or you may prefer to write a letter addressed to the Practice Manager.

If you wish to make a formal complaint on behalf of a relative, please note that for the reasons of confidentiality we will need their agreement before we can proceed.

The practice will acknowledge your complaint in person or in writing within three working days of receiving it. The Practice Manager will investigate your complaint and the practice will provide a considered response to your complaint within 25 days, or longer with your agreement.

#### If you need help with your complaint

You may seek representation or support from a friend or advocacy agency if you need help in presenting your concern. The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint. You can contact their helpline on 0300 330 5454.

#### Complaints to NHS England

The practice is under contract with NHS England to deliver healthcare. You are able to make a complaint to NHS England about our service if you wish. Contact details are:-

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Telephone: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) With "For the attention of the complaints manager" in the subject line

#### If you are still unhappy after your complaint has been investigated

After local resolution is complete you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy. The PHSO would normally expect any request to be lodged within 12 months from the date when you became aware that you had cause to complain. However, you are encouraged to make the approach as soon as possible after local resolution is complete. The details are:-

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
LONDON  
SW1P 4QP  
Telephone: 0345 015 4033  
Fax: 0300 061 4000  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### COMMENT, SUGGESTION OR COMPLAINT RECORD

Date:		Time:	
Name of person making comment:		Tel No:	
Address:			
Patient Details if different from above			
Name:		Tel No:	
Address:			
Relationship to above:		Date of Birth:	
Registered with Dr:			
Full details of comment, suggestion or complaint (continue on reverse if necessary)			
FOR OFFICE USE ONLY			
How was the comment received?			
Telephone <input type="checkbox"/>	Personal Call <input type="checkbox"/>	Letter <input type="checkbox"/>	
Action Taken			
No Action Required <input type="checkbox"/>	Matter concluded satisfactorily Yes <input type="checkbox"/> No <input type="checkbox"/>		
Written acknowledgement	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date
Investigation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	By
Conclusion			
Response Summary		Date:	
Within time?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Letter attached? Yes <input type="checkbox"/> No <input type="checkbox"/>