

# CLARENCE MEDICAL CENTRE

## PRACTICE COMPLAINTS PROCEDURE

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

### How to Complain

We hope that 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 the most, a few weeks. This will then enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- within six months of the incident that cause or the problem, or
- within six months of discovering that you have a problem, provided this is within 12 months of the incident

Complaints should be addressed to the Practice Manger or any of the doctors. Alternatively, you may ask for an appointment with the Practice manager in order to discuss your concerns. The Practice Manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### What We Will Do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 21 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, if appropriate and required. When we look into your complaint, we shall aim to:

- Find out what went wrong
- Allow you to discuss the problem with those concerned, if you wish
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to avoid re-occurrence of the problem

### 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 required, unless they are incapable (because of illness) or providing this.

### Complaining to Windsor, Ascot & Maidenhead Clinical Commissioning Group

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the CCG if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. In these cases you should contact the Patient Advice & Liaison Service for Berkshire East (PALS) on **01753 635616**.