



THE TADLEY MEDICAL PARTNERSHIP

HOW TO COMPLAIN

If you have a complaint or concern about the service you have received from the doctors or staff working in this Practice please let us know. We operate a robust Complaints Procedure which meets nationally agreed criteria, as part of an NHS wide system for dealing with complaints.

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 this way and you wish to make a complaint, please let us know as soon as possible as this will enable us to establish what happened more easily.

Complaints should be addressed, preferably in writing, to:

Mrs Gillian Herbert
Practice Manager
Tadley Medical Partnership
Holmwood Health Centre
Franklin Avenue
Tadley
Hampshire
RG26 4ER

If you prefer you may request a meeting to discuss your concerns with the Practice Manager.

WHAT WE SHALL DO

We shall acknowledge your complaint within three **working** days, carry out an investigation and provide you with a response within twenty eight **working** days. If we cannot comply with this we will keep you advised and respond as soon as reasonably possible.

When we investigate your complaint our aim will be to:

- Find out what happened and what went wrong
- Make it possible 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 we can do to make sure the problem doesn't 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 (because of incapacity) of providing this, or if you are the parent or guardian of a child complainant under the age of sixteen.

COMPLAINING TO OTHER BODIES

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 Ombudsman. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact:

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

The address of NHS England is:

NHS Commissioning Board
PO Box 16738
Redditch
Worcestershire
B97 9PT

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