Complaints Procedure

Who Can Complain?
Anyone who has dealings with the surgery in any capacity may make a complaint. If you are unable to complain for yourself then a relative or close friend may complain for you. In this case, your written consent will normally be required.

Timescales for making a complaint
It is important you make your complaint as soon as possible after the date of the event that you wish to complain about. Letters of complaint should be received within six months of the event or within six months of you realising that you have something to complain about. These time limits may be waived if there are good reasons why you did not complain earlier. However, the longer the delay between the event and the complaint being made the more difficult it becomes to secure a satisfactory reply.

To Whom Do I Complain?
In the first instance complaints should be in writing and addressed to Karen Nash, Practice Manager.

How long will it take?
We will acknowledge receipt of your complaint within three working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

If patients have a comment or complaint about a GP or pharmacy that can't be resolved locally with the Practice Manager, they should contact nhscommissioningboard@hscic.gov.uk or on 0300 311 22 33 (free, national number).

Comments or complaints about any other local heath service should be directed to the local Clinical Commissioning Group who will be able to help. **Croydon CCG:** www.croydonccg.nhs.uk

Health Service Ombudsman
If you're complaint is regarding Data Protection, you may contact the Information Commissioner, or if you still dissatisfied after the complaints procedure has been completed you can ask the Health Service Ombudsman to investigate your case. The Ombudsman is completely independent of both the NHS and Government. As well as complaints about NHS services, the Ombudsman can investigate complaints about how the complaints procedure is working. You can contact the Ombudsman office at:
The Parliamentary and Health Service Ombudsman for England
11th Floor, Millbank Tower
Millbank, London. SW1P 4QP
Tel: 020 7217 4940
Website: www.ombudsman.org.uk