

## Complaints Policy and Procedure

We try to offer Patients the best possible service, however, if you are unhappy about anything, please let us know as soon as possible. We have a Practice Complaints Procedure as part of the NHS system for dealing with complaints.

How to complain:-

We hope that most problems can be sorted easily and quickly, often at the time they arise and with the person concerned. If you have any complaints about your treatment please address this first to the clinician, or if you prefer to one of the other clinicians.

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 - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:-

Within 12 months of the incident or of becoming aware of the matter complained about.

Complaints can be made directly to the surgery via telephone, email or by writing to the practice manager at:

Practice Manager  
Benfield Valley Healthcare Hub  
Old Shoreham Road  
Portslade  
East Sussex  
BN41 1XR

If you remain unhappy about the issue then you can take your complaint to NHS Brighton & Hove City or to the Health Service Ombudsman for England. Details of the latter can be obtained by asking at Reception for a copy of our Complaints Procedure.

What we shall do:-

We shall acknowledge receipt of your complaint within seven working days and aim 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 does not happen again.
- Write to you on completion of a complaint investigation explaining how it has been resolved, what appropriate action has been taken and advising you of your right to take the matter to the Health Services Ombudsman if you are still unhappy.

If you wish to complain 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 or our Complaints Form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Health Services Ombudsman:-

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.

If you remain unhappy after local resolution and independent review then you can complain to the Health Service Ombudsman. The ombudsman is completely independent of the NHS and Government. You can contact the ombudsman at:-

Millbank Tower,  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033

e-mail: [OHSC.Enquiries@ombudsman.gsi.gov.uk](mailto:OHSC.Enquiries@ombudsman.gsi.gov.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Need Further Help?

Please contact Brighton & Hove Healthwatch - <http://www.healthwatchbrightonandhove.co.uk>

The Independent Complaints Advocacy Service (ICAS) also provides advice and support to people who want to complain about the NHS. Details are at [www.dh.gov.uk](http://www.dh.gov.uk). This website also contains information on the NHS complaints procedure.