



Mansion House Surgery

19-20 Irish Street Whitehaven Cumbria CA28 7BU

**Tel: 01946 693660 Fax: 01946 592215**

## **How to make a Complaint**

## **Making a complaint**

We recognise that suggestions, constructive criticisms and complaints can be valuable aids to improving services.

We understand there may be times when you have more serious cause for concern regarding the service we provide and wish to make a complaint.

We would hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If you are not able to resolve your complaint in this way and you wish to make a formal complaint you can do this in the following ways:

- Drop in session with the Practice Manager, usually held on Monday and Friday mornings. Please check with reception for details.
- In writing. Forms are available on Reception. All complaints should be addressed to the Practice Manager.
- In person – ask to speak to the Practice Manager
- Over the telephone

Our Practice Manager will be pleased to deal with any complaint or concern and endeavour to ensure your concerns are dealt with promptly.

## **What will we do?**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 15 working days.

Within 20 working days, you will be offered the opportunity to meet with the Practice Manager and senior partner to discuss the complaint and a summary and conclusion of that discussion provided.

If the matter is likely to take longer than this we will let you know, and keep you up to date as the investigation progresses.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem does not happen again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## **Complaining on behalf of someone else?**

If you are complaining on behalf of someone else, we have to confirm that you have his/her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (due to illness) of providing this.

## **Still dissatisfied?**

Complainants who are dissatisfied with the response given by the Practice have the right to request an independent review. You can do this by contacting:

**Patient advice and liaison services (PALS): West Cumberland Hospital**, Homewood, Hensingham, Whitehaven CA28 8JG Contact Telephone Number: 01946 693181 Contact email address: [PALSWCH@ncuh.nhs.uk](mailto:PALSWCH@ncuh.nhs.uk)

Or

**The Health Service Ombudsman:** The Parliamentary and Health Service Ombudsman, 3 New York Street, Manchester, M1 4HN. Tel: 0345 015 4033 Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Complainants who are dissatisfied with the response given by PALS have the right to request a review of their complaint by NHS England: **NHS England, PO Box 16738, Redditch, B97 9PT. Tel: 0300 311 2233. Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).**

Complainants who are dissatisfied with the response given by NHS England have the right to request a review of their complaint by the Health Service Ombudsman: **The**

**Parliamentary Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. Tel: 0845 0154000**

**Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**

**Web address: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

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You also have the right to ask the CQC to review your case. The Care Quality Commission is an independent body established to promote improvements in healthcare through the assessment of

the performance of those who provide service. You can contact them on: Care Quality Commission

Tel: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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

## **Help us get it right**

We hope that, if you do have a problem you will use our Practice Complaints Procedure. We believe that this will give us the opportunity to put things right and improve our service in the Practice.

Website: [mansionhouse.gpsurgery.net](http://mansionhouse.gpsurgery.net)