

## If you are Dissatisfied with the Outcome

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 the opportunity to improve our practice.

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us:

NHS England, PO Box 16738, Redditch, B97 9PT or telephone 0300 311 2233 or e-mail [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

NHS England also provide confidential advice and support and will guide you through the different services available.



If you are dissatisfied with the way we are dealing with your complaint or if at the end of the complaint process you are still unhappy with the outcome you may contact the Ombudsman:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 0154033 or visit the website:

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

## Our promise to you

When receiving our services you are entitled to expect:

- ◆ A high quality of care and treatment that is easily accessible and given wherever possible
- ◆ Dignity and respect at all times and to be treated as an individual
- ◆ Staff to address you in the manner of your choice
- ◆ Privacy and confidentiality
- ◆ Respect for your religion and culture
- ◆ Whenever possible you and your relatives or carers, if you wish, to be involved in making choices about your care
- ◆ Clear explanations about your care and treatment, giving you the chance to ask questions

### Our Mission Statement

To offer the highest standard of family care to all our patients



**BRADFORD ON AVON &  
MELKSHAM HEALTH  
PARTNERSHIP**

**BRADFORD ON AVON &  
MELKSHAM HEALTH  
PARTNERSHIP**  
incorporating  
**The Health Centre  
Dental Practice**

## COMPLAINTS PROCEDURE

**Station Approach  
Bradford on Avon  
Wiltshire  
BA15 1DQ**

**Tel: 01225 866611  
Fax: 01225 868493  
[www.boamhp.co.uk](http://www.boamhp.co.uk)**

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## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way you we advise you to telephone the practice and speak to a member of the complaints team so that quick resolution can be made, where possible.

If however you would prefer to make a formal complaint this should be done **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident or within 12 months of you discovering that there is a problem, giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint. Please ask at reception for this, alternatively you may provide your complaint in your own format providing this covers all the necessary aspects of what happened.

### **Please send your written complaint to:**

The Practice Manager at the address on the front of this leaflet.

## What we do next with written complaints

We look to settle complaints as soon as possible. The length of time this will take will depend on what your complaint is about and how complex. The NHS complaints regulations do not require complaints to be investigated within a set timescale but instead we will agree an individual timescale with you. If the matter is likely to take longer than initially agreed we will let you know and keep you informed as the investigation progresses.

You receive a formal reply in writing, be invited to speak with the person(s) concerned to attempt to resolve the issue or the complaint may be resolved over the telephone.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from and we will make it possible for you to discuss the issue with those involved, if you would like to do so.

Where your complaint involves more than one organisation (e.g. social services, out of hours service, etc) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

If your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

Where a final response letter is written, it will include details of the result of the investigation and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable you to proceed with the complaint on their behalf.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent gaining consent in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

