

When the investigations are complete your complaint will be determined and a final response sent to you. Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

Where 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.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

If writing to NHS England address to:

NHS England

NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT

Phone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

Please write 'For the attention of the Complaints Manager' in the subject line.

Website: www.england.nhs.uk

Email: england.contactus@nhs.net

If you are dissatisfied with the outcome

If a resolution has not been reached, you have the right to take the complaint to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government.

The Health Service Ombudsman

The Health Service Ombudsman for England
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
www.ombudsman.org.uk

You may also approach PALS for help or advice

The Patient Advice and Liaison Service (PALS) provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Please contact them on **08000304563** or email on feedback@staffordshireccs.nhs.uk, or write to:
Freepost Address, Freepost Plus, RTAA-XTHA-LGCG
Patient Services,
Staffordshire Commissioning Support Unit,
120 Grove Road, Fenton,
Stoke-on-Trent,
Staffordshire,
ST4 4LX

General Feedback, Suggestions & Compliments

We welcome any suggestions or feedback which may help improve the service we provide. Feel free to speak to the Practice Manager with your suggestions and ideas.

You can also send your comments via e-mail to:
m83616.application@nhs.net

If you require this leaflet in a different format or you need further information or assistance, please speak to a member of staff.



GP Suite
Cannock Chase Hospital, Cannock
WS11 5XY
Telephone: 01543 222 017
E-mail: M83616.application@nhs.net
Website: www.drrasibandpartners.nhs.uk

Feedback, Compliments & Complaints Leaflet Help us, help You



This leaflet explains:

- ◆ How to make a complaint
- ◆ Who to contact if you are dissatisfied with the outcome
- ◆ How you can provide feedback to the surgery

Making a Complaint

Informal Complaint

As a patient you may wish to raise a concern about any aspect of your care but do not want to make a formal 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 would like to try first.

You may also want to make a complaint on behalf of someone else, provided you have their **written consent** and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given.

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 this in your covering letter.

We are not able to deal with questions of legal liability or compensation. We hope you will allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you make a formal complaint to the practice it will not affect your right to complain to Staffordshire and Stoke ICB:

Telephone: 0808 196 8861

E-mail: PatientServices@staffsstoke.icb.nhs.uk



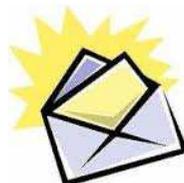
Formal Complaint

We aim to respond to those complaints at the time, but if you are not satisfied, then you are entitled to make a formal complaint, preferably in **writing** as soon as possible. This will help us establish what has happened more easily.

It is important that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaint. However, the time limit can be waived if there are good reasons you could not have complained sooner.

Who to address your complaint

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this or via the website.



File a Online
Complaint

You can also provide this in your own format providing this covers all the necessary aspects.

Please send your written complaint to:

Sam Rasib

Practice Manager

GP Suite

Cannock Chase Hospital

Cannock, WS11 5XY

Verbal Complaints

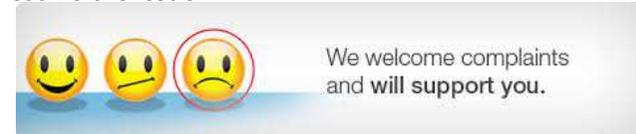
Patients unable (or unwilling) to put their complaint in writing may make their formal complaint orally.

Where a complaint is made verbally, the complaint shall be recorded and a copy of the written record given to the complainant

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt of formal complaints **within 3 working days**, and aim to have looked into the matter within **10 working days**.

You may be invited to a meeting (at a time which suits you) with the person(s) concerned to attempt to resolve the issue.



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

We will advise the manner in which the complaint will be investigated and the likely timescale for this investigation and when the complainant is likely to receive a written response. We will aim to provide a written response within 28 days.

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