

Complaints procedure

Our service complaints procedure operates as part of the NHS system for dealing with complaints and meets the national criteria. This procedure is cross referenced with Safeguarding

Our aim is that this system should:

- be easily accessible and well publicised
- be simple to understand and use
- allow speedy handling, within established time limits for action, and keep people informed of progress
- ensure a full and fair investigation
- Provide support and advocacy for those involved in a complaint
- Ensure patient confidentiality
- Address all the points of concern and provide an effective response and appropriate redress
- Learn from feedback and investigation outcomes so that services can be improved

If you have a complaint or concern

If you have any sort of concern about the service you have received from our organisation, please let us know. We hope that most problems can be sorted out easily and quickly at the time they arise. Please contact our **Administration office on: 0208 683 6734**

If however, this is not possible and you wish to make a formal complaint, please contact our Complaint Team, via email or in writing with the details of your complaint:

Service Management Team
Communitas Clinics Ltd
Brigstock Family Practice
83 Brigstock Road
Thornton Heath
Intermediate.services@nhs.net

Ideally, we would like to be informed of your concerns/ complaints as soon as they happen in order to help resolve any issues. Complaints must be made within 12 months of the date of the event that is the subject of the complaint or the date that the matter came to your attention. If this is not feasible, please provide us with details of your complaint, together with an explanation of the delay as soon as you are able.

If you are concerned regarding the safety of a child or vulnerable adult within our care please contact our service management team as above who can advise you of our Safeguarding procedures.

What we will do

We will acknowledge receipt of your formal complaint within three working days. A full investigation will then be carried out and we will provide you with a written response within 20 working days.

When we look into your complaint we will aim to:

- Find out what happened and what went wrong
- Give you the opportunity to discuss the problem if you would like to
- Ensure that you receive a full explanation where possible
- Identify what we can do to make sure the problem doesn't arise again

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If you are not satisfied

We hope that you will use our complaints procedure, as we believe this will give both you and us the best opportunity to resolve the problem. If however, you do not feel comfortable raising your complaint with us, you can contact the local Commissioning Support Unit, via the contact details below:

For Greenwich, Croydon and Bexley complaints:

South East Commissioning Support Unit Complaints Team

Write to: SECSU Complaints Team
1 Lower Marsh
London
SE1 7NT
Telephone: 0800 4561517
Email: SLCSU.Complaints@nhs.net

For Sussex complaints:

NHS South Commissioning Support Unit

Write to: Comments and Complaints Team
NHS Horsham and Mid Sussex CCG,
Lower Ground Floor, Crawley Hospital,
West Green Drive,
Crawley
RH11 7DH
Telephone: 0300 790 0502
Email: SouthCSU.CommentsandComplaints@nhs.net

For Surrey Downs complaints:

NHS South Commissioning Support Unit

Write to: Patient Experience Service
Surrey Downs CCG
Cedar Court
Guildford Road
Leatherhead
Surrey
KT22 9AE
Telephone: 01372 201 685
Email: SDCCG.feedback@nhs.net

Complainants have the right to approach the Parliamentary and Health Service Ombudsman, if they are dissatisfied with the way their complaints are dealt with or if they feel their complaint is of a very serious nature. Patients also have the right to approach the Ombudsman if they feel that this patient guide is inaccurate or misleading.

Write to: Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 0154033
Email: www.ombudsman.org.uk