**Squires Lane Medical Practice**

**Compliments, Comments, Concerns and Complaints**

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear from you.

General feedback can be given via our comments book located in the reception area.

If you have a complaint to make, please do not be afraid to say how you feel. We welcome feedback to help us improve our standards, and we will do our best to address any concerns that you may have. Our complaints procedure meets the National criteria.

**How to complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know **as soon as possible.** The time limit for making a complaint is within 12 months of the events occurring or of you becoming aware of the matter complained about.

Complaints should be addressed to the Practice Administrator – Kerry Butler Alternatively, you may ask for an appointment with her in order to discuss your concerns or telephone her on 020 8346 1516. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

**What we will do**

We will acknowledge your complaint within three working days and contact you to agree how best to deal with it, and a reasonable timescale for doing do.

When we look into your complaint, we shall aim to:

* Find out what happened, what went wrong and why?
* Identify what we can do to make sure the problem does not happen again

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of the Data Protection Act 1998 and medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. We will require a note signed by the person concerned, giving consent for us to discuss with you aspects of their medical records, unless they are incapable (because of illness) of doing so.

**Complaining to NHS England**

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. However, this does not affect your right to approach the London Regional complaints team who can be contacted at NWLCSU.CBLondonComplaints@nhs.net or 020 3350 4500.

**Complaining to the Ombudsman**

If you remain dissatisfied after we (or NHS England) have dealt with your complaint you can complain direct to the Health Service Ombudsman. The contact details are as follows:

Millbank Tower, Millbank, London, SW1P 4QP, telephone 0345 0154033,

via the website at: <http://www.ombudsman.org.uk>.