**The Banks Surgery**

**Complaints Procedure: Information for Patients**

**Making a Complaint**

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 complaint, we would like you to let us know as soon as possible. Complaints can be made verbally, in writing or electronically - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint: -

12 months from the date on which the event which is the subject of the complaint occurred; or

12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

**The designated complaints manager is: Kayleigh Walton**

**Please send your written complaint to:**

**Kayleigh Walton**

**Assistant Practice Manager**

**The Banks Surgery**

**9 The Banks**

**Sileby**

**Loughborough**

**Leics**

**LE12 7RD**

**Verbally**

A complaint can also be made verbally. Please ask to speak to Kayleigh Walton (Jane Steel in her absence).

**What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 5 working days, and aim to have looked into the matter within 14 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know, and keep you fully informed as the investigation progresses.

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.

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/hospitals ) we will liaise with that organisation so that you receive one co-ordinated 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.

**Complaining on Behalf of Someone Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A signed letter of consent by the person concerned will be needed, unless they are incapable (because of illness etc) of signing this.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

**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 an opportunity to improve our practice. However, this does not affect your rights to contact the parties below if you feel that you cannot raise your complaint with us or you are dissatisfied with the result of our investigation:

**The contact details are:**

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 0154033

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

**With effect from the 1st of July 2023, NHS England are no longer handling complaints, and these should be directed to:-**

**LLRICB (Leicester, Leicestershire and Rutland Integrated Care Board**

[**Llricb-llr.enquiries@nhs.net**](mailto:Llricb-llr.enquiries@nhs.net)

01162 957572

Corporate Governance Team

NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB)

Room G30, Pen Lloyd Building

County Hall

Leicester LE3 8TB

**You may also approach PALS for help or advice;**

The Patient Advice and Liaison Service (PALS) can be contacted on 01162 950830 or by email on [lpt.pals@nhs.net](mailto:lpt.pals@nhs.net). They provide 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

Complaints contact details are: 01162 950831 or by email [lpt.complaints@nhs.net](mailto:lpt.complaints@nhs.net)

**You may also raise concerns about quality and care with the Care Quality Commission:**

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 03000 616161

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