

# MARPLE COTTAGE SURGERY

## A PATIENT'S GUIDE TO MAKING A COMPLAINT

Mar 2014

Our aim is to provide the best service we can to all our patients. However, we do realize that occasionally mistakes or misunderstandings may happen, and in such an event we will do our best to resolve your problem, and to learn from any mistakes.

If you have a complaint, you can choose to make a complaint direct to the practice. If you do make a complaint direct to the practice our **local resolution process** is as follows and we hope you will co-operate by taking the following steps:

1. Although most require some investigation it is usually recommended that complaints are **written** and sent to the **Managing Partner**. We can provide a template form (just ask reception) or simply write a letter detailing your concerns.

However, if you would like to discuss the matter over the telephone in the first instance this is acceptable

2. The Managing Partner will formally acknowledge your complaint within 2 working days by letter
3. Where appropriate we will agree a resolution plan with the complainant ie to confirm complainants' expectations, expected outcomes and timescale for response.
4. A full internal investigation usually requires speaking to a number of members of the team that may have some involvement relating to the complaint and upon completion of this investigation the Managing Partner will write to you with a full response and details of any action taken. We aim to complete this within **10 working days**, and then send a response to you by letter.

However, in some cases this can take longer e.g. a party involved may be on leave, or we require feedback from a third party e.g. hospital, and this can take up to **four weeks**. We will endeavour to keep you informed.

5. We hope that you will be satisfied with our investigation but if not you will be offered the opportunity to meet with the Managing Partner and/or GP Partner. Alternatively you have the option to take the matter further with the Parliamentary and Health Service Ombudsman.