

Alternative routes of complaint

You may also make your complaint directly to **Suffolk and North East Essex Integrated Care Board**, who commission our service:

Post: Patient Advice and Liaison Service
(PALS)

Endeavour House, Russell Road, Ipswich,
IP1 2BX
Tel: 0800 389 6819
Email: complaints@snee.nhs.uk

If you are dissatisfied with the outcome of your complaint

You have the right to approach the **Parliamentary & Health Service Ombudsman**. Their contact details are:

Post: The Parliamentary and Health Service
Ombudsman, Millbank Tower,
30 Millbank, London SW1P 4QP

Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk/making-complaint



Making a Complaint

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

Submitting a Complaint

Send your written complaint in the first instance to:

Ixworth Surgery, Peddars Close, Ixworth, Suffolk, IP31 2HD

or Email: ixworth.enquiries@nhs.net

Please mark any complaints for the attention of the Complaints Manager

The practice Complaints Manager is:

Sarah Clarke (Operations Manager)

What We Do Next

We aim to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 3 working days.

We will endeavour to get a final response to you within 30 working days. If it cannot be done in 30 days, you will be notified and given an idea of response time. You will then receive a formal reply in writing, or you may be invited to meet with the complaints management team 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 wish to do so. We will offer apology or explanation as appropriate

When the investigations are complete, a final written response will be 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 initially sent 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 refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for a Consent to Share Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

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