



# Linden Medical Centre

## Complaints Procedure

### 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 possible we will try to resolve your complaint informally at the lowest level.

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 unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

### Send your written complaint to:

FAO The Practice Manager  
Linden Medical Centre  
9a Linden Avenue  
Maidenhead  
SL6 6JJ

You can also send an email – please ask a receptionist for the email address.

### What we do next

We look to settle complaints as soon as possible.

For written complaints, we will acknowledge receipt within three working days, and aim to have looked into the matter within 10 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 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 wish to do so.

When the investigations are complete, a final 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 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**

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.

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

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.

### **If You are Dissatisfied with the Outcome**

If you wish to escalate the complaint you can contact NHS England by the following means:

Telephone: 03003 11 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Post: NHS England, PO Box 16738, Redditch, B97 9PT

Finally, you have the right to approach the Health Service Ombudsman. The contact details are:

Tel: 0345 015 4033

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

### **Assistance with a Complaint**

SEAP (Support Empower Advocate Promote) provide an advocacy service for patients who need help with making a complaint about the NHS. They can be contacted by telephone on 0330 440 9000, email on [info@seap.org.uk](mailto:info@seap.org.uk), or patients can write to SEAP, PO Box 375, Hastings, TN34 9HU.