

Reviewed 7th May 2020, due  
for review May 2021

**If you are Dissatisfied with the  
Outcome**

You have the right to approach the  
Ombudsman. 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)**

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based  
at Ashford and St Peter's Hospital, offering confidential  
advice and support, helping you to sort out any con-  
cerns you may have about the care the hospital provide,  
guiding you through the different services available from  
the NHS

The practice Complaints Manager is:

Leah Lawther.

**Ottershaw Surgery**

**Complaints  
Procedure**

**Also see separate  
Complaints Form  
available at Reception**

**The Practice Manager  
Ottershaw Surgery  
3 Bousley Rise  
Ottershaw  
KT16 0JX  
01932 875001**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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**, although complaints can be received verbally, as soon as possible after the event and ideally within a few days, 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 discovering that you have a problem.

State your case clearly giving as much detail as you can.

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.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### Send your written complaint to:

The Practice Manager  
Ottershaw Surgery  
3 Bousley Rise  
Ottershaw  
KT16 0JX  
01932 875001

## What we Do Next

We look to settle complaints as soon as possible, normally resolving within 6 months.

The practice standard will be 10 days for a response. Complaints will be acknowledged in writing within 3 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. Where the complaint is made verbally, a written record will be taken and a copy provided to the complainant.

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) the complaints manager will liaise with their counterpart to agree responsibilities 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 will advise the patient within 3 working days and may seek your consent to forward this to the correct person to deal with.

The final response letter will include a clear statement of the issues, investigations, and the findings, giving clear evidence-based reasons for decisions, 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 a child, the practice may receive a complaint by either parent, or in the absence of both parents, the guardian or other adult who has care of the child, or by a person duly authorised by a local authority whose care the child has been committed under the provisions of the Children Act 1989.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

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 which 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.

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.