

WOODLANDS PRIMARY CARE
IN-HOUSE COMPLAINTS PROCEDURE

Revised: January 2026

The in-house complaint procedure is designed to provide complainants with an explanation of the circumstances surrounding an adverse event. It cannot address questions of negligence or compensation. If the partnership considers the in-house procedure is not appropriate in a particular case, the Practice Manager will advise how the complaint may be pursued through other channels, for example Advocacy for All or a solicitor.

1. All complaints should be directed at once to the Practice Manager.
2. Practice Manager considers with partners whether complaint should be dealt with by in-house procedure.
3. Practice Manager acknowledges receipt of written complaint either verbally or by letter within three working days and provides information on the Advocacy for All, Bexley-Advocacy for NHS and NHS England. Patients will be advised they will receive a response within 28 working days unless more investigative work is required which they will be informed of the reasons.
4. In the case of a verbal complaint the Practice Manager or Deputy will try and meet with the patient to see whether any issues can be resolved. If not they will be asked to complete an in house complaints form.
5. If necessary, the Practice Manager provides assistance to complainant in identifying clearly the nature and extent of the complaint.
6. Investigator appointed: -
 - (a) Practice Manager for administrative matters;
 - (b) Partner for clinical matters.
7. Investigator discusses the complaint with complainant to ensure that the complainant's case is fully understood, and the practice and complainant agree on a reasonable timescale to investigate the complaint.
8. Investigator makes a factual report to the partnership and makes arrangements to discuss the complaint with the complainant and may, if appropriate, offer a written explanation (which may be a copy of any factual report or letter).
9. The complainant is advised to contact the Practice Manager or Advocacy for All if they remain dissatisfied, for further investigation.
10. If the complainant still remains dissatisfied, the complaint can also be dealt with by Parliamentary and Health Service Ombudsman.

PATIENT INFORMATION LEAFLET

If you have a complaint or concern about the service that you have received from the Doctors or staff working for this practice, you are entitled to ask for an explanation. We operate an informal complaint procedure to deal with your complaint.

This procedure does not deal with matters of legal liability or compensation. In some cases, the in-house procedure is not an appropriate form of investigation, in which case complainants will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to Advocacy For All if you so wish, nor does it affect your right to seek compensation in law.

Complaints should be addressed to the Practice Manager, Mrs. Mena Williams, who will ensure that all complaints are investigated thoroughly and as speedily as possible. We will acknowledge receipt of your written complaint either verbally or in writing within three working days and will agree a reasonable time scale to investigate the complaint. In some cases, this may not be possible and more time may be required. We will advise you of any expected delay.

Please note that the practice must ensure medical confidentiality. We cannot provide confidential information if you are not the patient.

A copy of our complaint form is enclosed. You do not have to use it if you prefer to set out your complaint in your own way. We can help you to write down your complaint if you feel you need help to do so. We are happy to meet with you to discuss your concerns at any time.

Please complete it and return to Mrs. Mena Williams, Practice Manager, as soon as possible.

Someone within the practice will then investigate the complaint. It is likely that, as a first step, the investigator will contact you directly to ensure that he or she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and inspect relevant documents.

At the conclusion of the investigation your complaint will be discussed with you in detail.

You can obtain advice from Advocacy for All on;

- Phone: 0345 310 1812
- Email: info@advocacyforall.org.uk
- Website: www.advocacyforall.org.uk

Or if you prefer you can contact NHS England on;

- Phone: 0300 311 22 33
- Email: england.contactus@nhs.net
- Letter: PO Box 16738, Redditch, B97 9PT

WOODLANDS PRIMARY CARE

COMPLAINT FORM

1. Complainant's Details: -

NAME:

ADDRESS:

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CONTACT TELEPHONE NUMBER:

2. Patient's Details: - (if different from above)

NAME:

DATE OF BIRTH:

ADDRESS:

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Relationship to Patient (i.e. offspring/spouse):

3. Full Details of Complaint

DATE:..... TIME: PLACE:

IDENTIFY MEMBER(S) OF PRACTICE:

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FULL DESCRIPTION OF EVENTS (I.E. THE FACTS AND SURROUNDING CIRCUMSTANCES GIVING RISE TO YOUR COMPLAINT):-

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(Continue on further pages if required)

COMPLAINANT'S SIGNATURE**DATE.....**

WHERE THE COMPLAINANT IS NOT THE PATIENT;

I, _____(insert full name of patient), hereby authorise the enclosed complaint to be made and I agree that members of the practice staff may disclose (insofar only as it is necessary to do so to answer the complaint) confidential information about me, which I provided to them.

Patient's Signature: Date:

If you remain dissatisfied with the response to your complaint, you may request that the matter is considered by the Parliamentary and Health Service Ombudsman. This request should be made within 2 months of the date of the final response from the practice.

You can contact the Parliamentary and Health Service Ombudsman on;

- Phone: 0345 015 4033
- Complete an online form at: <https://www.ombudsman.org.uk/>
- Write to them at: Parliamentary and Health Service Ombudsman, Citygate, 47–51 Mosley Street, Manchester, M2 3HQ
- Email them at: phso.enquiries@ombudsman.org.uk

**Woodlands Primary Care
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