

Mann Cottage Surgery  
Four Shires Medical Centre  
Stow Road  
Moreton in Marsh  
Gloucestershire  
GL56 0DS

01608 650764

### **ADVOCACY SERVICE FOR COMPLAINTS**

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on <http://www.pohwer.net/our-services/nhs-complaints-advocacy>

### **OMBUDSMAN**

If you are not happy with the response from us, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

Telephone: 0345 015 4033

Text: Send 'call back' with your name and mobile number to 07624 813 005

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

Post:

NHS Ombudsman  
Citygate, Mosley Street  
Manchester  
M2 3HQ

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk/contact-us>



## **Complaints Procedure** **Mann Cottage Surgery**

### **GP Partners**

Dr Hywel Furn Davies

Dr Cathy Bobrow

### **Practice Manager**

Kristina Chodynietki

*Reviewed October 2024*

## COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment, or support.

The Practice will **acknowledge** your complaint within **three working days**.

The practice will aim to **respond** formally to your complaint within **40 days** following acknowledgement. This timeframe may be extended if the complaint requires longer to investigate. You will be kept informed of the progress of your complaint on a regular basis.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

Mann Cottage Surgery strictly adheres to GDPR and data protection policies. If you are complaining on behalf of someone else, the practice needs to know that you have been given their permission to do so.

A signed letter or a verbal confirmation of permission, by the person concerned will be required unless they are incapable of providing this due to illness or disability.

## HOW TO COMPLAIN

If you wish to formally complain to the practice, please contact us by either –

- Writing to us by email or by hand with a description of your complaint.
- Asking to speak to the practice manager to verbally describe your complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem **OR**
- Within 12 months from when the complaint comes to your attention.

When the practice investigates your complaint, it aims to:

- Ascertain the full circumstances of the complaint.
- Make arrangements for a discussion to be had, regarding the complaint, if suitable.
- Resolve the complaint in a satisfactory manner for those involved.

## OTHER ORGANISATIONS

We hope that if you wish to complain about the service we have provided, that you will use the Complaints Procedure detailed within this leaflet. If you feel you cannot raise your complaint with us directly you can contact:

### NHS GLOUCESTERSHIRE INTEGRATED CARE BOARD

Primary care services are commissioned by NHS England Are Teams. You can make a complaint about Primary Care Services in Gloucestershire to the commissioner by contacting:

Telephone: 0800 0151 548

Email: [glib.pals@nhs.net](mailto:glib.pals@nhs.net)

Post:

Chief executive officer

NHS Gloucestershire Integrated Care Board

Sanger House

5220 Valiant Court

Gloucestershire Business Park

Brockworth

GL3 4FE

Website: [www.gloucestershireccg.nhs.uk/about-you/your-experience/](http://www.gloucestershireccg.nhs.uk/about-you/your-experience/)

Please provide as much information about your complaint as possible. Once you have contacted PALS, they will contact the practice to discuss the complaint. PALS response time from complaint to response is 40 days.