

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

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 June 2026

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, 30 days** for data protection complaints, 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.
- Arrange 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

Post:

Shane Devlin, Chief Executive Officer.
NHS Gloucestershire Integrated Care Board
Shire Hall
Westgate Street
Gloucester
GL1 2TG

Website: 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.

- If your complaint is in relation to a data protection incident, you can also complain directly to the Information Commissioners Office <https://ico.org.uk/make-a-complaint/data-protection-framework/>