RIDGEWAY VIEW FAMILY PRACTICE

Complaints Policy

Our aim is to provide expert and friendly personal health care for you and your family. To help us achieve this we need you to tell us when you have any complaints or concerns about the service you receive from the Doctors or the staff working for this practice. We take all complaints very seriously and feel that you are entitled to ask for an explanation.

How we will deal with your complaint

- We will handle your complaint in a positive and friendly way.
- We will acknowledge your complaint within 3 working days.
- We will, if necessary, arrange a meeting with you.
- We will endeavour to finish any investigations and produce a response within 28 Working days. If this is not possible due to the complexity of the complaint, we will keep you informed.
- We will ensure you are advised of the correct department you should contact if your complaint involves a service or member of staff that is outside our control.

How to complain

You can complain verbally, in writing or via email at bswicb.complaints.ridgewayview@nhs.net.

Do you need help or support to make your complaint?

If you would like help or support in making a complaint, we would welcome a family member or a friend helping you to put your points together in writing or in person. Please note the practice must ensure strict adherence to the rule of medical confidentiality. We therefore cannot provide confidential information without appropriate authority if you are not the patient in question.

What can you do if you are not satisfied with our response?

If you are not satisfied with the outcome of your complaint, you can contact

- PALS (Patient Advice and Liaison Service) on 01793 604031 or gwh.pals@nhs.net
  Great Western Hospitals NHS Foundation Trust, Great Western Hospital
  Marlborough Road, Swindon, SN3 6BB

- NHS England on 0300 311 2233 or e-mail england.contactus@nhs.net
  NHS England, PO Box 16738, Redditch, B97 9PT

- The Parliamentary and Health Service Ombudsman on 0345 0154033
  Millbank Tower, Millbank, London SW1P 4QP
  Website: www.ombudsman.org.uk