



Complaints Procedure

- Patients may raise concerns verbally or in writing. All complaints will be dealt with respectfully, and without prejudice or discrimination to anyone who makes a complaint.
- Complaints will be directed in the first instance to the staff member involved and to the Registered Manager, Business Director or External Reviewer (as requested) to hear them, or to address a written concern.
- All formal complaints, suggestions and compliments are recorded on a Complaints, Suggestions and Compliments Form.
- All complaints will be acknowledged in writing within 3 working days, and a copy of the Complaints Procedure will be provided if this has not been obtained before.
- This acknowledgement will give an estimate of the time required to investigate the complaint and reply again, which would normally be within 10-20 working days. The complainant will be given the opportunity to agree an alternative timescale if needed.
- Following the investigation, the response will substantiate or not substantiate all points made and give a detailed outcome response with all actions to be taken to resolve issues that have been raised.
- Investigations and outcomes will be recorded on the Complaints Form, adding additional sheets as required.
- Complaints will be investigated in the first instance by the person receiving the complaint, and referred up the chain of management as necessary to reach a satisfactory outcome for the complainant.
- The complainant will be requested to examine the written records of the complaint and sign to indicate agreement with the outcome.
- In the event of a continued disagreement which cannot be resolved internally or through the initial External Reviewer, the complainant will be advised to approach an appropriate external authority - please see the table overleaf for details of independent organisations able to assist with resolution of your complaint.
- The completed Complaints Form will be given to the Registered Manager for permanent filing, in the Complaints File.
- Formal complaints are recorded in the Risk Register to be used in the learning process of improving service and safety. The Walcote Practice Risk Register will be updated to include all actions to be taken to resolve any requirements or recommendations made following any investigation.
- The records are kept and provided to Care Quality Commission (CQC) at any time that they may ask for them.
- Please note that if a complaint is deemed to be vexacious or is made in an abusive way involving unacceptable behavior, it will fall outside of the remit of this Complaints Procedure. Walcote Health Ltd has the right not to pursue vexacious or abusive complaints.

Sources of support for a patient wishing to make a complaint

Organisation	Service provided	Postal Address	Tel no:
Citizens's Advice Bureau	Community advocacy	Citizens's Advice Bureau The Winchester Centre 68 St George Street Winchester Hampshire SO23 8AH	03444 111306
Healthwatch Hampshire	Able to put you in touch with community advocacy	Freepost RTHH-KGST-ZRBC Healthwatch Hampshire Westgate Chambers Staple Gardens Winchester SO23 8SR	01962 440262
The Patients Association	Community advocacy and advice	The Patients Association PO Box 935 Harrow Middlesex HA1 3YJ	02084 238999
Solent Mind	Community advocacy/ independent mental health advocacy (IMHA)	Solent Mind 28 The Avenue Southampton SO17 1XN	02380 611301
Solent Mind	Independent mental capacity advocacy (IMCA)	Solent Mind 28 The Avenue Southampton SO17 1XN	02380 208955
Your choice of lawyer	Legal advice	You are able to take your own independent legal advice through an organisation of your choice	
Care Quality Commission (CQC)	Receives complaints, however please be aware that the CQC is unable to take on or investigate a complaint	CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA	03000 616161
General Medical Council (GMC)	Address cases of gross misconduct or issues with a doctor's fitness to practice	General Medical Council Fitness to Practise Directorate 3 Hardman Street Manchester M3 3AW	01619 236602