

## Complaint procedure

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

### HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly through our call centre in 286 Munster Road, often at the time they arise and with the person concerned.

If you wish to make a formal complaint, please do so as soon as possible- ideally within a matter of a few days. This enables us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to our customer services manager through our website: <https://www.drjefferiesandpartners.co.uk/index.php#anchor-fb>

Our customer service manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this.

### WHAT WE WILL DO

When you submit the complaint online, you will receive a pop-up message informing you that your complaint was received and will be dealt with and aim to be fully investigated within 20 working days of the date has been received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology, if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

**NHS ENGLAND**

Patients who have a comment or complaint about the practice, please contact the practice in the first instance as per the details above. If your issue has not been resolved locally then you can contact NHS North West London using the details below:

Telephone: 020 3350 4567 (This is an automated service. Please leave a message requesting a call back).

E-mail: [nhsnwl.complaints@nhs.net](mailto:nhsnwl.complaints@nhs.net)

You can also write to NHS North West London, Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD.

**TAKING IT FURTHER**

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel 0345 015 4033

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