

# Complaints Leaflet



This patient information leaflet is to support our patients to raise feedback, concerns and complaints to support learning and improvement.

Please visit your registered practice website for contact details to be able to submit a complaint.

Reviewed February 2024

For support in making a complaint, you may wish to approach:

## Independent Advocacy Services:



**Phone Number**

0333 344 7928



**E-mail Address**

Somerset@swanadvocacy.org.uk



**Address**

Swan Advocacy, Somerset Office, Hi-Point, Thomas Street, Taunton, TA2 6HB

[http://](http://www.somerset-ias.org.uk)

[www.somerset-ias.org.uk](http://www.somerset-ias.org.uk)



**Symphony Healthcare Services aims to resolve all complaints locally at practice level**

However, if you remain dissatisfied with your response you have the right to approach the Health Service Ombudsman.

The **Health Service Ombudsman** details are:



**Phone Number**

0345 015 4033



**Address**

The Prliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

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

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



## What We Do

### Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident, or
- Within 12 months of you becoming aware of the matter causing the complaint

If helpful, we are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else.

Complaints can be made verbally or in writing. Please note however that our management team may not always be free to take a call straight away, however our staff will take your details so that someone can get back to you.

The details of where to send your complaint are on the front of this leaflet.

We will acknowledge receipt within 3 working days, and within our acknowledgement will propose a timeframe for response. Our response may be in writing or by another means such as a meeting to attempt to resolve the issue.

If the matter is likely to take longer than the timeframe proposed we will let you know, and keep you informed as the review progresses.

When looking into a complaint we attempt to see what happened and why, to understand any learning and make it possible for you to discuss the issue with those involved if you would like to do so.

When the review is complete, a final response will be provided to you. The final response will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

If your complaint has been sent to us incorrectly, we will discuss this with you and seek your consent to forward it on to the correct organisation.

### Complaining on behalf of someone else

We keep to strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are aware and happy for the complaint to be raised on their behalf.

The required consent documentation can be found within the Complaints Form available on the practice website (or a paper copy can be obtained from the practice), the surgery requires this to be signed to enable the complaint to proceed.

Complaints can be made on behalf of a child. However, the grounds for the complaint must be reasonable and in the best interests of the child.

Where the patient is incapable of providing consent due to illness, accident or other circumstances it may still be possible to deal with the complaint. Please provide the precise details of the circumstances when liaising with the surgery. Confirmation of the circumstances may be required.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the above applies.

We may still need to correspond directly with the patient, or we may be able to deal directly with the third party, and this will be confirmed by the surgery,