



Victoria Road Medical Practice

Complaints information for patients

If you have a complaint, suggestion or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure for dealing with complaints. Our complaints system meets national criteria.

How to Complain

Talk to us!

Every patient has the right to make a complaint about the treatment or care they have received at Victoria Road Medical Practice.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Lead, Sara Fielden-Smith who will explain our complaints procedure. A complaint can be made verbally or in writing. Additionally, you can complain via email to the Practice. Written complaints should be addressed to Sara Fielden-Smith, complaints lead.

If for any reason you do not want to speak to a member of our staff, or the complaint has not been dealt with by us to your satisfaction, then you can contact-

The Independent Sector Complaints Adjudication Service (ISCAS).

<https://iscas.cedr.com/>

ISCAS,

CEDR, 3rd Floor

100 St. Paul's Churchyard

London

EC4M 8BU

Phone: 020 7536 6091

Time frames for complaints

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible because this will enable us to establish what happened more easily.

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

What we will do in response to a complaint

We shall acknowledge your complaint within 3 working days either orally or in writing and offer to discuss the matter with you. If you do not wish to accept the offer of a discussion, we will decide how to handle the complaint, based on the available information. A letter will be sent to you setting out how the complaint will be investigated and the expected timescales. We will aim to have looked into your complaint within 28 days and if the timeframe is likely to be longer than this we will contact you to explain the reasons for this. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong

- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem does not happen again
- advise you of your right to take your complaint to an alternative body (see below)

We will provide a written response as soon as reasonably practicable after completing the investigation ideally within 28 days.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you remain dissatisfied with the response to the complaint you have the right to complain to an alternative body. (see below.)

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

If you remain dissatisfied with our response to your complaint

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