

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We keep to the 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 unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

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 circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

## **LAUREL HOUSE SURGERY**

*12 Albert Road, Tamworth, B79 7JN  
Tel. 0182769283*

**&**

## **FAZELEY SURGERY**

*Albert Road, Fazeley, B78 3JQ  
Tel. 01827283994*



[www.laurelhousesurgery.co.uk](http://www.laurelhousesurgery.co.uk)

Email: [laurel.house@nhs.net](mailto:laurel.house@nhs.net)

[Laurel.complaints@nhs.net](mailto:Laurel.complaints@nhs.net)

## **COMPLAINTS LEAFLET**

## MAKING A COMPLAINT

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, 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, giving as much detail as you can, 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.

Send your written complaint in the first instance to:

***Sue Rogers***  
***Business Manager***  
***Laurel House Surgery***  
***12 Albert Road, Tamworth, B79 7JN***

## WHAT WE DO NEXT

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days and try to get a response to you within thirty working days. If it cannot be done in thirty days, you will be notified and given an idea of response time. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

## COMPLAINING TO OTHER AUTHORITIES

If you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following complaints bodies:

### **Parliamentary and Health Service Ombudsman**

Millbank Tower  
30 Millbank  
London  
SW1P 4QP  
Tel: [0345 015 4033](tel:03450154033)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Healthwatch:**

Tel: [0800 161 5600](tel:08001615600)  
Email: [advocacy@ecstaffs.co.uk](mailto:advocacy@ecstaffs.co.uk)

### **Independent Health Complaints Advocacy (IHCA):**

[www.seap.org.uk/services/nhs-complaints-advocacy](http://www.seap.org.uk/services/nhs-complaints-advocacy).

### **Patient Advice and Liaison Service (PALS)** is based at Sir Robert Peel

Hospital  
Tel: [01283 593110](tel:01283593110)