

PRACTICE COMPLAINTS PROCEDURE

Riverside Health Centre

We aim to provide a quality service to our patients. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If this is not possible and you wish to make a complaint, in line with the NHS guidelines and specifically the NHS Complaints regulations 2009, we operate an in-house complaints procedure designed to deal with your complaint quickly and efficiently.

A complaint must be made within 12 months from the point at which you became aware of the issue giving rise to your complaint. Please address your complaint to the Practice Manager and provide as much detail as you can to assist with the investigation.

Management team

Riverside Health Centre, Station Road, Manningtree, Essex. CO11 1AA

We will acknowledge your complaint within three working days and we endeavour to respond to your complaint as soon as reasonably possible after the investigation.

We adhere strictly to the rules of confidentiality and cannot provide confidential information if you are making a complaint on behalf of someone else, without first receiving written permission from the patient concerned.

For patients who require assistance in making a complaint there is a dedicated independent advocacy service called "VoiceAbility" who can be contacted as follows:

Tel: 0300 3031660

Email: helpline@voicability.org

Web: www.voicability.org

If you feel your complaint has not been resolved by the branch you can contact:

PALS (Patient Advice and Liaison Service)

Telephone 0800 389 6819

Email: sneeicb.complaints@nhs.net

Endeavour House, Russell Road, Ipswich. IP1 2BX

If you remain dissatisfied with the response you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your case. Their contact details are below:

Email: phso.enquiries@ombudsman.org.uk

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP