

# The Complaints Process



## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at 168 Medical Group.

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 complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Complaints Manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England  
PO BOX 16738  
Redditch  
B97 9PT  
03003 112233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

A complaint can be made verbally or in writing. A complaints form is available from reception, or you can complain via email to [bnssg.168enquiries@nhs.net](mailto:bnssg.168enquiries@nhs.net)

## Time frames for complaints

The time constraint for 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.

The Complaints Manager will respond to all complaints within three business days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating complaints

168 Medical Group will investigate all complaints effectively and in conjunction with extant legislation and guidance.

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## Confidentiality

168 Medical Group 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

168 Medical Group allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third party patient complaint form is available from reception.

## Final response

168 Medical Group will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

## Advocacy support

SeAp Advocacy gives advocacy support on 0330 440 9000

## Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)  
Milbank Tower  
Milbank  
London  
SW1P 4QP

Tel: [0345 015 4033](tel:03450154033)

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