

# Our 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 in-house. Please speak to a member of staff if you have a complaint. Alternatively, please ask to speak to our Complaints Manager, Lisa Hawken.

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.

**0300 311 2233**

**[england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

## How to make a complaint

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

## When will you hear from us?

If you make a complaint, it must be reported within 12 months of the occurrence or 12 months from the time you became aware of the matter about which you wish to complain.

We will acknowledge all complaints within seven working days or by return on receipt of email. 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.