

The Family Practice - Complaints Policy

The practice operates a formal complaint policy in line with NHS guidelines.

- A complaint can be made in person: in writing, by telephone or e-mail.
- If the complaint is on behalf of another person (unless the other person is a child under the age of 16) we will require their written consent before we can answer.
- If the complaint is straightforward we will endeavour to resolve this at the time.
- Some complaints may require more detailed investigation. If this is the case we will acknowledge the complaint in writing within three working days.
- We will discuss with you how the investigation will be conducted and during what timescale you will receive a reply.
- During the investigation we may contact you to obtain additional information or to verify the facts.
- Following the investigation we will contact you with our written or verbal response.
- The practice will review all complaints periodically and make changes to procedures if necessary.
- The local Patient Advice and Liaison Service (PALS) may be able to assist you with your complaint. They can be contacted on 0117 900 3433 or www.bristolpct.nhs.uk

If following these discussions you are still unhappy with the outcome you can contact:

- (1) The Independent Complaints Advocacy Services for the South West on 0845 120 3782.
- (2) The Parliamentary and Health Service Ombudsman
Telephone 0345 015 4033 Fax 0300 061 4000
Phso.enquiries@ombudsman.org.uk