**BALMORAL SURGERY**

**Canada Road**

**Walmer**

**Dr M Viney Deal**

**Dr F Hoffmann Kent**

**Dr A Singh CT14 7EQ**

**Dr T Eastbrook**

**Dr R Jassal**

**Dr P Pal**

**Manager: Mrs L Betts**

**Tel: 01304 373444**

Practice Based Complaints Procedure

1. A sign is posted in the reception area of the Practice inviting people to make comments, complaints and suggestions to the Receptionist or the Management Team. There is also a section regarding making complaints on our Practice Website
2. If you wish to make a complaint, patients can either write into the practice or they can ask to speak to a member of the Management Team. If someone from the Management Team is available at the time of the complaint, they will listen to the patient’s complaint either on the telephone or in a private room.
3. If you are complaining verbally, and the Management Team are not available a receptionist will either record details of the complaint and send this to the Management Team, or the patient will be asked to put their complaint in writing. Explanation should be given to the patient that the matter will be investigated by the Practice and a report given within 10 working days. All complaints will be acknowledged within three working days.
4. Depending upon the nature of the complaint, the Management Team will endeavour to resolve the complaint to the satisfaction of the patient.
5. If your complaint involves either a clinical matter or a doctor’s attitude the Management Team will, with your agreement, involve the Doctor concerned or the lead partner for the Practice.
6. If you are making a formal complaint you should be informed of the outcome via a letter and in this letter you will be given the opportunity to meet with a member of the Management Team or the Senior Partner if you remain dissatisfied. Minor matters may be dealt with by telephone or letter.
7. If you do not wish to meet with the Practice, or remain dissatisfied following this, information about the NHS England/Health Commissioner procedures should be volunteered and explanation given of the next steps to be taken, with details of whom to contact provided.
8. National time limits for complaints will be kept in mind, and if the time limit is approaching you should be informed.
9. Issues raised by patients will be routinely discussed at Practice meetings and there will also be an annual review of complaints received.
10. An analysis of complaints will be provided to NHS England annually.