

### **How to make a complaint**

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Please note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support. Where you do not feel an issue has been dealt with satisfactorily by the person concerned, please write to Evie Langman, the Practice Manager, who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint, and to ensure any learning from the complaint is implemented in a timely manner. While we prefer to have the complaint in writing to ensure we investigate it thoroughly and appropriately, if this is not possible a verbal complaint will be taken by one of the managers within Corner Place.

If it is not possible to raise your complaint immediately, please let us have details of your complaint as soon as you can and preferably within 12 months of the incident that caused the problem or discovering that you have a problem.

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation with the person(s) involved. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
  - Make sure you receive an apology, where this is appropriate
  - Identify what the practice can do to make sure the problem does not happen again
- In some cases, doing a thorough complaint investigation can take longer than this, but we will keep you informed when this occurs. We always want to ensure complaints are dealt with thoroughly and appropriately, and that we take any learning from the complaint to improve our care.

### **Complaining On Behalf of Someone Else**

Please note that Corner Place Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A letter signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability, in which case their verbal consent would be required.

### **Complaining To Other Authorities**

The practice management team hope that you will use the Practice Complaints Procedure if you have a problem. However, if you prefer you may direct your complaint to NHS Devon.

Please note, that in all cases NHS Devon will recommend a complainant raises their concerns or complaint directly with Corner Place Surgery, however, NHS Devon will support patients and their representative with any concerns or complaints regarding primary care services in Devon and recommend any complaints are handled with the surgery directly.

If you are not satisfied with the response from the surgery, you may want to contact:  
NHS Devon, NHS England, Care Quality Commission, SEAP or the Ombudsman. Contact details for these organisations are:

**NHS Devon**



- Telephone: 0300 123 1672
- Email: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)
- Post: Patient Advice and Complaints team, Pomona House, Edginswell Business Park, Oak View Close Torquay TQ2 7FF
- Contact information can also be found on the One Devon website: [www.onedevon.org.uk/contact-us/patient-advice-and-complaints/](http://www.onedevon.org.uk/contact-us/patient-advice-and-complaints/)

### **NHS England**

NHS Commissioners at NHS England by email at [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Or by post to: The Complaints Manager  
1 Trevelyan Square  
Boar Lane  
Leeds LS1 6AE

Telephone: 0300 311 2233

### **Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

### **SEAP**

SEAP is a free, independent, and confidential advocacy service offering support to people who want to make a complaint about their NHS Care or treatment. Your local SEAP service can be found on <http://www.seap.org.uk/contact/seap-liskeard/>

### **Ombudsman**

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or Textphone (Minicom): 0300 061 4298

For all complaints relating to **community services** and secondary care and for general advice relating to NHS services, contact the Patient Experience Team:

### **South Devon & Torbay ICB**

Patient Experience  
FREEPOST RTEZ-YHRC-RZKZ  
Pomona House  
Torquay  
TQ2 7FF

01803 652578  
[Patientfeedback.sdtccg@nhs.net](mailto:Patientfeedback.sdtccg@nhs.net)

