



Complaints Procedure

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you are not happy with the care and treatment you have received from the surgery, we advise that in the first instance you aim to discuss any concerns at the time with a member of the practice team to see if we can help resolve the matter for you. If this does not solve your problem or you wish to make a formal complaint, please send this in writing or by email to hiowicb-hsi.stpeterssurgery@nhs.net as soon as possible addressed to the Practice Manager. This should be within twelve months of the specific matter you are complaining about or when the matter first came to your attention.

We will require the following information to allow us to process your complaint and provide you with a prompt response and resolution:

- Patient name and date of birth
- Contact details
- A clear description of your complaint with any relevant times and dates

We will endeavour to:

1. Acknowledge any complaints within 3 working days of receiving it.
2. Deal with the matter as promptly as possible – usually within 28 days – dependent on the nature of the complaint.

You may be contacted to discuss the circumstances of the complaint further at this stage.

We will allocate your complaint to the most appropriate member of the senior team to investigate the matter. You will be provided with an update and an estimate timescale within 28 working days.

We will discuss the complaint with those involved to find out what happened and what went wrong. You will receive a written response to your complaint following completion of the investigation.

We will share the findings of the investigation with our employees at our monthly practice meeting to learn any lessons from any concerns raised.

If you have a problem, we hope that you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not however, affect your right to approach the Hampshire and Isle of Wight ICB (Integrated Care Board), if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact the Hampshire and Isle of Wight ICB complaints department for further advice. The complaints service acts impartially and should you need any assistance please do not hesitate to contact them.



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