

# PARK EDGE PRACTICE

## PATIENT INFORMATION LEAFLET COMPLAINTS PROCEDURE

The Practice would hope that your experience of any contact with the Practice is a positive one; however if you have a complaint or concern please mention it to a member of staff; it is hoped it can be resolved at the time.

However if you wish to formally complain (in writing), you have two options, you may choose that the Practice handle your complaint **or** NHS West Yorkshire Integrated Care Board (ICB); the details of which are below.

If you complain to the Practice:-

1. You will receive a written reply of acknowledgement within two working days; please bear in mind your complaint may need to be passed to another member of staff.
2. After this time the complaint will be investigated.
3. Within 10 working days of the complaint we will offer either:
  - a. An explanation or apology where it is necessary
  - b. An opportunity for you to discuss the matter either with the Practice Manager or a Partner (one of the GP's, where you may attend accompanied if you wish.)

If a problem is identified, we will make sure that policies are changed within the Practice to ensure that the problem does not happen again.

Complaints may be made within six months of the incident, but also within six months of discovering that a problem has occurred, providing it is no longer than 12 months from the incident.

Your own complaint will be treated within the rules of medical confidentiality. If you are complaining on behalf of someone else we will have to have that person's permission for you to act on their behalf; a signed note indicating their permission.

You are entitled to approach the Complaints Department at NHS West Yorkshire Integrated Care Board (ICB); their details are:-

NHS West Yorkshire Integrated Care Board (ICB)

By telephone: 01924 552150 (Monday to Friday, 9am to 4.30pm, excluding bank holidays)

By email: [wycb.pals@nhs.net](mailto:wycb.pals@nhs.net)

In writing: Patient Advice and Liaison Service, West Yorkshire Integrated Care Board, White Rose House West Parade, Wakefield WF1 1LT.

If you feel your complaint is not resolved by either ourselves or NHS West Yorkshire Integrated Care Board (ICB), you may take your complaint to the Health Service Ombudsman at [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or ring their Complaints Helpline on 0345 015 4033 or write to: The Parliamentary Health Service Ombudsman, Millbank Tower, London, SW1P 4QP.