

## Do you have a Complaint or Concern?

If you do not feel able to approach the practitioner or one of their staff or are worried that if you do so you may be discriminated against, please contact the Complaints Team at NHS England, who will be able to help you.

**Address:** For the attention of the Complaints Team  
NHS England  
PO Box 16738  
Redditch B97 9PT

**Tel:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
(marked for the attention of the complaints team)

### Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. This may be the approach you try first. If you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so, preferably in writing, as soon as possible after the event and ideally within a few days. This helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident, or  
Within 12 months of you discovering that you have a problem.

State your case clearly, giving as much detail as you can. If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. We can provide you with a separate complaint form to register your complaint, including a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can also provide this in your own format, provided it covers all the necessary aspects.

### Send your written complaint to:

The Practice Manager  
Linden Medical Group  
54 Linden Avenue  
Kettering  
NN15 7NX

## **What we Do Next**

We look to settle complaints as soon as possible. We will normally acknowledge receipt within 3 working days and aim to have investigated the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so. When the investigations are complete, your complaint will be determined, and a final response sent to you.

Where your complaint involves more than one organisation (e.g., social services), we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to escalate the matter further if you remain dissatisfied with the response.

## **Complaining on Behalf of Someone Else**

We adhere to strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

You may also find that if you are complaining on behalf of a child who can make their own complaints, we will expect that child to contact us themselves to lodge their complaint. We may still need to correspond directly with the patient or may be able to deal directly with the third party, depending on the wording of the authority provided.

## **If you are Dissatisfied with the Outcome**

You have the right to approach the Ombudsman. The contact details are:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
30 Millbank  
London SW1P 4QP

**Tel:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You may also approach Healthwatch or the Independent Health Complaints Advocacy for help or advice. The local Healthwatch can be found at:

### **Healthwatch Northamptonshire**

Moulton Park Business Centre  
Redhouse Road  
Northampton NN3 6AQ

**Tel:** 0300 002 0010

**Email:** [enquiries@healthwatchnorthamptonshire.co.uk](mailto:enquiries@healthwatchnorthamptonshire.co.uk)