



### **TO COMPLAIN ON BEHALF OF SOMEONE ELSE**

Please note that the Steyning Medical Practice 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 note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure and discuss the matter with us in the first instance.

However, if you feel you cannot raise your complaint with us, you can contact the following official body:

**NHS England**, PO Box 16738, Redditch, B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net) – FAO The Complaints Manager  
0300 311 2233 – Mon to Fri 8am to 6pm

### **CONTACTING THE 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>

## **ICAS & OMBUDSMAN**

### **ADVOCACY SERVICE FOR NHS COMPLAINTS**

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on:

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

### **OMBUDSMAN**

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then 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 <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

## **STEYNING MEDICAL PRACTICE Steyning Health Centre**

# **Complaints, Compliments & Comments Leaflet**

Please let the practice know your views,  
**the good and the bad**

### **Partners**

Dr Alex Rainbow  
Dr Jacqui Holdaway  
Dr Alan Bennett  
Dr Sophie Galloway  
Dr Alex Dewdney  
Dr Rashmi Jain

### **Non-Partners**

Dr Rebecca Poet  
Dr Melissa Constable  
Dr Jane Marr

**Please Take a Copy**

*(Revised 01/09/2017)*

