

## WHAT WE DO NEXT

We look to address complaints as soon as possible.

We will acknowledge receipt within 3 working days and will commence an investigation.

The timescale for concluding a complaint investigation is determined by the complexity of the complaint but we will aim to have looked into the matter within 30 working days. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses.

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.

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 a final response letter will be sent to you.

The final response letter will include details of the findings of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response (see below).

## WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH THE OUTCOME OF YOUR COMPLAINT?

If you are not satisfied with the outcome of your complaint you can write to the NHS Ombudsman:

Parliamentary & Health Service  
Ombudsman  
Millbank Tower  
Millbank  
LONDON  
SW1P 4QP

Tel: 0345 015 4033

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



**The Ridings**  
Medical Group  
*Caring for our community*



## A Guide to the NHS Complaints Procedure

## Patient Information Leaflet

If you would like this leaflet in another language or format (for example in large print, in Braille or on CD, please ask.

Please be reassured that raising a concern will not prejudice the treatment or care provided to an individual.

[www.theridingsmedicalgroup.nhs.uk](http://www.theridingsmedicalgroup.nhs.uk)

 The Ridings Medical Group  
 @RidingsMedical

## MAKING A COMPLAINT

The Practice aims to provide the best possible care for people who use our service, their family and carers. However, sometimes, things go wrong. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

The Practice will endeavour to resolve any informal complaints immediately, whenever possible, or within 24 hours. However if the complaint is not resolved to your satisfaction within that time the Practice will formally record details of your complaint and pass on details to our Complaints Officer who will follow the formal complaint procedure detailed below.

If you wish to make a formal complaint about your own care you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us establish what happened more easily. In any event, this should be: within 12 months of the incident, or within 12 months of the complaint coming to your notice, and should give as much detail as possible.

## CAN SOMEONE COMPLAIN ON MY BEHALF?

We keep to the strictest 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 they are unhappy with their treatment and that we can deal with someone else about it. In certain circumstances verbal authority may be obtained by confirming the ID of the patient and ensuring they are in a safe environment to discuss their wishes. This will be documented.

The complainant will be advised if the patient refuses to provide consent. 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.

Once a young person reaches their 16th birthday, their consent is required for a complaint to be raised regarding their care and treatment.

For children under 16, the parents/people with parental responsibility can complain in the usual way.

**Written complaint to the Practice**—any written complaint should be addressed to:

The Complaints Officer  
The Ridings Medical Group  
4 Centurion Way  
BROUGH  
HU15 1AY

or can be sent by e-mail direct to  
[theridingsmedicalgroup@nhs.net](mailto:theridingsmedicalgroup@nhs.net)

**Written complaint to Local Integrated Care Board (ICB)** — you may choose to submit your complaint direct to:

Humber and North Yorkshire ICB  
Health House  
Grange Park Lane  
Willerby  
HU10 6DT

E-Mail - [hnyicb.contactus@nhs.net](mailto:hnyicb.contactus@nhs.net)

You may also approach the **East Riding Independent Complaints Advocacy** for confidential advice. Their contact details are; and support, helping

East Riding Independent Complaints Advocacy  
Community Enterprise Centre  
Cottingham Road  
HULL, HU5 2DH  
Tel: 0808 802 3000  
Email: [erica@carersfederation.co.uk](mailto:erica@carersfederation.co.uk)