

Practice Complaints Procedure

We always try to provide the best service possible but there may be times when you feel this has not happened. If you have any complaint about the service that you have received from the doctors or staff working for this practice, then you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure.

In cases for which the in-house procedure is not an appropriate form of investigation you will be referred to the appropriate authority.

How to Complain

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, please let us know as soon as possible as this will enable us to establish what happened more easily. Your complaint should be in writing and addressed to Matthew Bramall, the Practice Manager, who will ensure that it is investigated thoroughly as soon as possible. We aim to report back to you within two weeks although, in some cases, more time may be required.

This procedure does not affect your right to make a formal complaint to the Primary Care Trust if you wish.

What We Shall Do

We shall acknowledge your complaint and investigate it as soon as we can.

We shall aim to:

1. Find out what happened and what went wrong.
2. Make it possible for you to meet and discuss your complaint with those concerned, if you would like to do so. You may bring a friend or relative with you to help with this discussion.
3. Make sure you receive an apology where we are found to be at fault.
4. Identify what we can do to make sure the problem does not happen again.

Complaining On Behalf Of Someone Else

We ensure strict adherence to the rule of medical confidentiality. If you are complaining on behalf of someone else, we will need to have their written permission before we can respond.

Complaining to the Primary Care Trust

If you would rather not complain directly to the practice, you can write to the Primary Care Trust and ask them to act as an intermediary between yourself and the practice. You should write to:

The Complaints Officer
Oxfordshire Primary Care Trust
Jubilee House
Oxford Business Park South
Oxford
OX4 2LH

You may also find it helpful to contact the Independent Complaints and Advocacy Service (ICAS) for further help, advice and support. They can be contacted on 0845 1203734.