



## Banbury Health Centre: Complaints Procedure

Your feedback helps us improve our services

We welcome comments, complaints and compliments and look upon them as an opportunity to learn, adapt, improve and provide better services.

We support the concept that most complaints, if dealt with early, openly and honestly can be sorted out at a local level and we do our best to ensure that the complaints process works as smoothly as possible.

If you have a concern about your care or treatment, or about any of our services, please talk to the member of staff who is with you at the time. They will be as helpful as possible and will try to resolve your concerns. If this is not possible, you can contact us using this complaints procedure.

You can make a complaint verbally, in writing or by email. If you make your complaint verbally, a record of your complaint will be made and should you wish to progress this complaint formally we will summarise the details of the complaint in writing.

- We aim to acknowledge all complaints within three working days (this will include a summary of the complaint).
- We keep a record of complaints and a 2 monthly summary is sent to the Board, which can then request further information.
- An investigating officer will look at the facts relating to your concerns and they may need to contact you to clarify them. They will assess the evidence available, speak to the staff involved and look at the medical records if appropriate.
- All written complaints are fully responded to in writing within 25 working days (unless agreed otherwise); verbal complaints may also be dealt with in writing unless the complaint has been dealt with effectively without a written response.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both staff and the complainant.

Any comment or complaint which indicates any form of abuse towards patients or staff will be brought to the attention of our Chief Executive Officer.

Complaints which remain unresolved to your satisfaction can also be referred to the Health Service Ombudsman.

### **Writing a complaint:**

- Try to make your complaint as soon as possible after the event. This makes it easier for everyone to remember what happened.
- Please give as much contact information as you can; your name, your address, telephone number and also how you would like us to put things right.
- If you are complaining on behalf of someone else, we will usually need a short letter from them confirming that they have given their permission for us to provide you with details about their treatment or care.
- The fact that you have complained will not adversely affect your treatment and your complaint is not kept in your medical notes.

### **Contact us:**

Banbury Health Centre  
58 Bridge Street  
Banbury  
OX16 5QD

Email: [banbury.hc@nhs.net](mailto:banbury.hc@nhs.net)

Telephone: 01295 225533

You can also contact us via our website: [www.banburyhealthcentre.co.uk](http://www.banburyhealthcentre.co.uk)

### **OR**

The Parliamentary Ombudsman's Complaints Helpline

Tel: 0345 015 4033

<http://www.ombudsman.org.uk>

Textphone (Minicom): 0300 061 4298