

COMPLAINTS PROCEDURE

We aim to provide high quality services. However, if you have a complaint or are concerned about the treatment received from the doctors or any of the staff working in this Practice, please let us know.

How to complain

We hope that most of the problems can be sorted out easily and quickly, usually at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please do so as soon as possible (ideally within a few days) as this will help us find out what happened more easily.

Although you should try to make your complaint as soon as possible, we can consider complaints made within 6 months of the date of discovering the problem, provided this is not longer than 12 months after the event. If it is clearly unreasonable in the circumstances to make a complaint earlier and where it is still possible to investigate the facts of the case, we can consider extending this time limit.

Complaints should be addressed to the Practice Manager or any of the doctors. Alternatively, you may ask for an appointment to discuss your concerns directly.

What we shall do

We will acknowledge your complaint, normally within three working days of receipt, and aim to respond to the issues raised within 10 working days. Should the complaint take longer than this to resolve, we will inform you accordingly. We shall then be in a position to offer an explanation, or a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned or a nominated person
- Identify what we can do to make sure the problem does not happen again.
- Ensure you receive an apology, where this is appropriate

Anonymised copies of all written complaints and our responses will be forwarded to the

Health & Social Care Board within three working days of our written response being issued to you.

Complaining on behalf of someone else

You can also complain on someone else's behalf, although you will need their consent. A signed letter from the patient authorising you to act on their behalf will be required. If it is not possible for the patient to consent, the complaint can be brought by an advocate.

Complaining to the Health & Social Care Board

We hope that, if you have a problem, you will make use of our Practice-based complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If despite this you are dissatisfied with the result of our investigation or you do not feel comfortable speaking to any of our Practice staff, you may seek advice from the:

Complaints Office
Health & Social Care Board
12-22 Linenhall Street
Belfast BT2 8BS
Switchboard Tel No: 0300 555 0115
Complaints Hotline No: 028 9536 3893
Email: complaints.hscb@hscni.net
www.hscboard.hscni.net

An information leaflet is attached explaining how your concerns will be handled and contact details for the Patient and Client Council who also offer support for complainants, if required. Their

Headquarters are at:

Patient and Client Council
1st Floor, Ormeau Baths
Ormeau Avenue
Belfast BT2 8HS
Freephone: 0800 917 0222
Email: info.pcc@hscni.net
www.patientclientcouncil.hscni.net

In the event that these measures have not resolved the issue, you can refer your complaint to the Northern Ireland Public Services Ombudsman at:

Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast BT1 6HN
Tel: 028 9023 3821 or Freephone: 0800 343424
Text Phone: 028 9089 7789
Email: nipso@nipso.org.uk
www.nipso.org.uk

Complaints about Trust staff, Community Services or the building

Certain professionals such as the Treatment Room nurses, district nurses and health visitors are contracted by South Eastern Health & Social Care Trust and they are responsible for dealing with any complaints relating to these employees.

The building is owned and maintained by the South Eastern Health & Social Care Trust.

Any complaints about Trust staff, Community Services or the building should be addressed to: The Complaints Patient Liaison Department, Health & Care Centre, 39 Regent Street, Newtownards BT23 4AD, tel: 028 9056 1427, email: complaints@setrust.hscni.net .

**DRS RUDELL,
CAMPBELL, WARKE,
HAMILTON, STEELE & McKEE**

**IF YOU HAVE A
COMPLAINT
ABOUT OUR SERVICES,
WE WANT TO HEAR FROM YOU**

Lisburn Health Centre
Linhall Street
Lisburn BT28 1LU
Tel: 028 9260 3090
Fax: 028 9250 1310
reception.e229@e229.gp.n-i.nhs.uk
www.drruddellandpartners.co.uk