

Lindley Group Practice Limited

62 Acre Street Lindley Huddersfield HD3 3DY

Telephone No: 01484 516349

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service that you have received from the Practice or any of the staff working here, please let us know. We operate a Practice complaints procedure as part of an NHS system for dealing with complaints.

How to complain

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If you feel your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible**, ideally within a matter of days or at the most a few weeks as this will enable us to establish what happened more easily.

1. Within 12 months of the matter which caused the problem or
2. Within 12 months of becoming aware you have something to complain about.

Obviously the sooner the complaint is made, the better we can recall and investigate the matter.

Who to direct your complaint to

If you cannot resolve your issue with the person involved, you should raise your complaint in writing to the Management team at the above address. It would be helpful if you give specific details of what you felt went wrong.

What we shall do

We shall acknowledge your complaint within 3 working days and we will investigate your complaint and aim to provide you with our findings within 28 days.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would find this helpful.
- Make sure you receive an appropriate apology.
- Identify if we can learn from your complaint and if so, what we can do to make sure the problem does not happen again in order to improve our services.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have that person's permission to do so. You will be required to provide a signed consent letter signed by the person who the complaint is regarding unless they are incapable (because of illness).

Complaining to West Yorkshire Integrated Care Board Complaints Team

If you do not feel able to raise your complaint with us, you can contact NHS England. Their advisers will be able to help and advise you. Their contact details are:

West Yorkshire Integrated Care Board Complaints Team
White Rose House
West Parade
Wakefield
WF1 1LT
Tel: 01924 552150
E-mail: wyicb.complaints@nhs.net

Parliamentary Health Service Ombudsman (PHSO)

If you remain dissatisfied, you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the Practice complaints procedure. You can contact the PHSO at Millbank Tower, Millbank, London, SW1P 4WP. Tel 0345 0154033
E-mail: phso.enquiries@ombudsman.org.uk

Independent help and support

You may also like to contact the Independent Complaints Advocacy Service (SEAP) who can offer you independent help and advice in making a complaint. They can be contacted at: SEAP Hastings, 7th Floor, Cavendish House, Breeds Place, Hastings, East Sussex TN34 3AA. Tel 0330 4409000 E-mail: hastings.office@seap.org.uk