

## Complaints policy – Montpelier surgery

### Stage One: Local Resolution

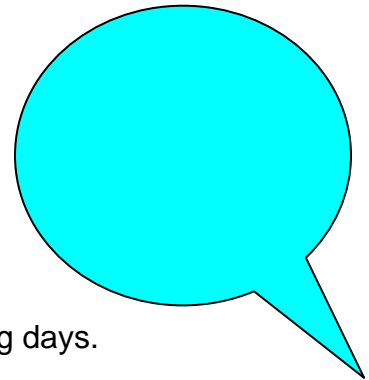
Local resolution can take place either within the practice **or** via the PCT. Complainants can ask the practice to handle the complaint or ask for the PCT to investigate the issues. A complaint cannot be handled by both.

All complaints must be acknowledged in writing within three working days of receipt, unless they are verbal complaints that can be resolved within one working day.

If a person chooses to complain directly to the practice and there is not a satisfactory conclusion reached then that person cannot then approach the PCT to reinvestigate, they will be referred to the Parliamentary and Health Service Ombudsman (PHSO) [www.ombudsman.org.uk](http://www.ombudsman.org.uk) (stage two).

### Verbal complaints resolved within 24 hours

If possible verbal complaints should be resolved within one working day. If the complainant is happy with the response, then with the complainant's agreement the practice will not produce a formal written response. These complaints will however be logged locally.

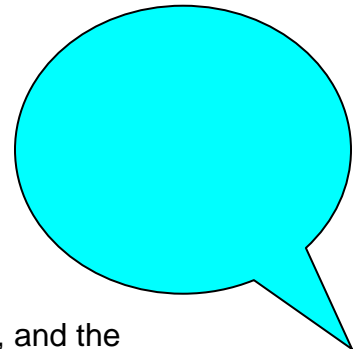


### Complaints taking over 24 hours to resolve will be:

- Acknowledged in writing (letter/email) within 3 working days.
- Investigated within practice (take statements, look out notes etc).
- Responded to within 20 working days where possible.

### Complaints made to the PCT

Complainants can now choose to approach the PCT with their complaint and ask the PCT to investigate. The PCT will obtain the complainants written consent before contacting the practice and asking for details. The practice will be kept informed throughout the whole process.



### Stage Two

If all avenues of resolution have been explored in stage one, and the

complainant remains unhappy, they can ask the Parliamentary and Health Service Ombudsman (PHSO) to review the case.

The PHSO will review all complaints received to ensure that they are satisfied that all aspects of local resolution have been exhausted and that the complaint has been dealt with using the principles of good complaint handling. If the PHSO believe that the complainant was prematurely referred, the PHSO will refer the complaint back to the investigating body

***“we want people to make the right complaint at the right time to the right organisation, and to achieve a good outcome.”***

PHSO Annual Report 2008-09