

# **Guide to Making a Complaint**

## Complaints Procedure

If you have a complaint or concern about the service that you have received from the team or staff working, please let us know.

### How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way, why not ask for a ***chat with the person in charge?***

If, however, you still wished to make a complaint, we would like you to let us know **as soon as possible** – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. Complaints should be made:

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

In the event of a complaint, please contact the Leeds GP Confederation. You are able to write or email. There is a complaints form attached to the back of this leaflet suitable for postage.

**Write:** Leeds GP Confederation, Building 3, White Rose Park, Millshaw Park Lane, Leeds, LS11 0DL.

**Email:** [confed.ea@nhs.net](mailto:confed.ea@nhs.net)

## What We Will Do

We shall acknowledge your complaint **within three working days** and offer to discuss your concerns and agree the way forward with you. We will investigate your complaint and aim to provide you with our findings within a timescale we mutually agree. This is usually within 4 weeks. We will:

- Find out what happened and what went wrong
- Identify what we can learn from your complaint and what we can do to make sure the problem doesn't happen again in order to improve our services
- Ensure you receive an appropriate apology

## 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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

We hope that you will use our Complaints Procedure if you are unhappy. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services we provide. We hope that most problems can be sorted out easily and quickly when they arise.

However, if you feel uncomfortable raising your concerns or complaint directly with us or if you believe this is not appropriate, you can raise your complaint with the ICB who commission and pay for the NHS services you use at:

Email: at [wycib.complaints@nhs.net](mailto:wycib.complaints@nhs.net)

Telephone: 01924 552150

In writing: West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield WF1 1LT

## Complaint Form

Full Name: .....

Address: .....

Phone Number: .....

Email Address: .....

Normal GP Practice: .....

Hub Location:.....

Date of Complaint: .....

### Nature of Complaint:

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Please email to:

**confed.ea@nhs.net**

Or post:

**Leeds GP Confederation, Building 3, White Rose Park, Millshaw Park Lane, Leeds, LS11 0DL.**