



**Brookside**  
GROUP PRACTICE  
*Partners in Healthcare*

## **Making a**

## **complaint**

### *When something goes wrong*

There may be times when you are not happy with the service provided. We would encourage you to make your view known informally by telling the clinician or member of the practice team who may be able to put things right straightaway.

We take all complaints seriously and our aim is to sort out any problems as quickly and informally as possible. You will not be treated differently because you have complained. Your complaint will be kept electronically but this will not be noted on your medical records.

### *Formal complaints*

To make a formal complaint you can put your complaint in writing by completing a comments/concern form available electronically on our website or in paper form in each reception or writing a letter. It is helpful to have your comments and concerns in writing, so it is clear what we need to investigate. Alternatively, you can speak to one of our management team.

You should normally make your complaint within 6 months of the event concerned. We will acknowledge your letter or completed feedback form within three working days.

A manager or one of the senior doctors may need to contact you about your complaint to help us understand exactly what happened. Your complaint will be investigated fully. We will give you a formal response to your complaint within an agreed time period, usually within 4 weeks. If the investigation is likely to take longer than expected for any reason, then we will contact you to explain this and inform you as to how the investigation is progressing.

### *The next steps*

If you are not satisfied with our response to your complaint and you feel you need to take your complaint further, the next step would be to ask the Parliamentary Commissioner for Health (the Ombudsman) for an "Independent Review" of your case within two months of receiving a final response from the practice. For more information from the Ombudsman, please telephone 0345 015 4033 or go to [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### *Where can I get further advice and help?*

To complain about primary care services to the Commissioner, you will need to contact the Complaints Team at NHS Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) using the details below:

- Phone: 0118 982 2720
- Email: [bobicb.palscomplaints@nhs.net](mailto:bobicb.palscomplaints@nhs.net)
- Post: BOB ICB Unipart House, Garsington Road, Cowley, OX4 2PG

More information on the BOB ICB website: [www.bucksoxonberksw.icb.nhs.uk/how-we-work/nhscommunity-pharmacy-optometry-and-dental-commissioning-and-complaints](http://www.bucksoxonberksw.icb.nhs.uk/how-we-work/nhscommunity-pharmacy-optometry-and-dental-commissioning-and-complaints)

### *Where can I get further advice and help?*

**Complaints regarding services provided by The Royal Berkshire Hospital** – please contact Patient Relations, Tel: 0118 3228338 or Email: [complaints@royalberkshire.nhs.uk](mailto:complaints@royalberkshire.nhs.uk)

**Complaints regarding Community Team (BHFT)** – please contact PALS (Patient Advice and Liaison Service) Tel: 0118 960 5027 or Email: [BHT@berkshire.nhs.uk](mailto:BHT@berkshire.nhs.uk)

**The Independent Health Complaints Advocacy** provides advice and support to people who want to complain about the NHS. Details are at [www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk) or telephone number 0330 440 9000 (calls charged at local rate).

**NHS Choices** explain NHS complaints procedure – [www.nhs.uk/choiceinthenhs/rightsandpledges/complaints](http://www.nhs.uk/choiceinthenhs/rightsandpledges/complaints)