

**If you are Dissatisfied with  
the Outcome**

You have the right to approach the  
Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**You may also approach NHS England for help or  
advice:**

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am to 6pm  
excluding bank holidays)

The Practice Complaints Manager is:

Teresa Randall

**ACLE MEDICAL  
PARTNERSHIP**

**Complaints  
Procedure**

**Bridewell Lane  
Acle  
Norwich  
NR13 3RA**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident, or discovering you have a problem

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

If you need assistance to formalise your complaint please ask at reception for help. State your case clearly giving as much detail as you can to cover all the necessary aspects, including dates and details of the circumstances. Your expectations to resolve your complaint should also be included.

### Send your written complaint to:

**Practice matters:** Mrs Teresa Randall,  
Practice Manager, Acle Medical Partnership

**Out of Hours Service:** Complaints Co-ordinator,  
East Anglian Ambulance Headquarters, Hospital Lane, Hellesdon. NR6 5NA

**Community Services: Complaints Officer,  
Elliot House, 130 Ber Street, Norwich. NR1 3AG  
Telephone: 01603 697300**

## What we Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt of written complaints within 3 working days, and aim to have looked into the matter within 10 working days. The person investigating your complaint may contact you directly to ensure your complaint is fully understood. They will then interview appropriate staff and may inspect relevant documents. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When the investigations are complete your complaint will be determined and a final response sent to you. This response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please ask at reception if you require assistance.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.