**Practice In House Complaints Procedure:**

The Doctors and staff of Gower Medical Practice want to provide you with the highest possible standard of service. But sometimes things do go wrong, and you may want to complain, or maybe just tell us about your concerns or suggest improvements.

If you have any suggestions, please let us know. If you feel that you wish to raise a matter of concern without making a formal complaint please ask to speak to the Practice Manager. Similarly when the staff provide a good service it is extremely rewarding if their efforts are recognised. Compliments are always welcome.

Your suggestions, compliments and complaints will help us to provide you with a better service.

Please be assured that all your comments and complaints will be handled with complete discretion and that confidentiality will be maintained at all times. All information regarding your complaint will be handled in compliance with the Data Protection Act.

If you are unable to make your complaint yourself, anyone acting on your behalf would need to have your written authority. Where a patient is unable to give written consent, we will need evidence that you are their next of kin, or have their agreement, before we proceed. You and your family will not be penalised, nor will your healthcare be adversely affected by making a complaint.

# How to make a complaint:

If you do decide to make a formal complaint, letters should be addressed to the Practice Manager, or the Senior Partner.

We will then:

* Acknowledge receipt of your complaint within 2 working days.
* Investigate your complaint.
* Offer to meet with you to discuss the matter in more detail, if this is appropriate.
* Offer a full, written explanation within 30 working days. If for any reason we are unable to obtain all the necessary information within that time scale we will keep you informed of the reasons for delay.

**Time Limits:**

It is important that you make your complaint as soon as possible after the problem arises. Usually the NHS will only investigate complaints that are either:

* Made within 12 months of the event; or
* Made within 12 months of you realising that you have something to complain about, as long as that is not more than 12 months after the event itself

**Help in making your complaint:**

The Community Health Council is independent of the NHS and can offer help, advice and advocacy. You can contact the CHC at:

Abertawe Bro Morgannwg C H C

First Floor

Cimla Hospital

Neath

SA11 3SU

Tel: 01639 683490

The aim of the Complaints Procedure is, wherever possible, to resolve problems locally. If you remain dissatisfied with the outcome you should contact:

The Public Services Ombudsman for Wales

1 Ffordd Yr Hen Gae

Pencoed

CF35 5LJ

01656 641150

E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### GMP%20colour%20logo

### COMPLAINTS PROCEDURE

#### GOWER MEDICAL PRACTICE

MONKSLAND ROAD

SCURLAGE

GOWER

SWANSEA

SA3 1AY

**Partners:** Dr P Matthews,

Dr S E Thomas, Dr S Hailey & Dr C Wigley

**Practice Manager**: Martyn Keane

This leaflet explains the Practice In-House Complaints Procedure which we operate in line with The NHS (Concerns, Complaints and Redress Arrangements)(Wales) Regulations 2011.