**Appendix 1**

**Hillsborough Medical Practice Complaint Policy – Updated Jan 2021**

C**OMPLAINTS PROCEDURE**

We aim to provide high quality services.  However, if you have a complaint or are concerned about the treatment received from the doctors or any of the staff working in this practice, please let us know.

**HOW TO COMPLAIN**

 We hope that most of the problems can be sorted out easily and quickly, usually at the time they arise and with the person concerned.  If your problem cannot be sorted out in this way and you wish to make a complaint, please do so as soon as possible (ideally within a few days) as this will help us find out what happened more easily.

Although you should try to make your complaint as soon as possible, we can consider complaints made within 6 months of the date of discovering the problem, provided this is not longer than 12 months after the event.  If it is clearly unreasonable in the circumstances to make a complaint earlier and where it is still possible to investigate the facts of the case, we can consider extending this time limit.

If you feel that you need to submit a written complaint to the practice, all complaints should be addressed to the complaints officers who are Mrs. Rachael Will and Dr. C Hall.

**WHAT WE SHALL DO**

We will acknowledge your complaint, normally within three working days of receipt, and aim to respond to the issues raised within ten working days.  Due to COVID-19, we may take a little longer to get back to you but rest assured that your complaint is being dealt with.

Should the complaint take longer than this to resolve, we will inform you accordingly.  We shall then be in a position to offer an explanation, or a meeting with those involved.  In investigating your complaint, we shall aim to:-

\* Find out what happened and what went wrong

\* Enable you to discuss the problem further with our Practice Manager

\*Ensure you receive an apology, where this is appropriate.

Please note that complainants should contact the organisation within one month or our response if you are dissatisfied with our response or require further clarity. There is discretion for the practice to extend this time limit where it would be unreasonable in the circumstances for the complainant to have made contact sooner.

Anonymized copies of written complaints and our responses will be forwarded to the Health and Social Care Board within three working days of our written response being issued to you if appropriate.

Complaining on behalf of someone else - You can also complain on someone else's behalf, although you will need their consent.  A signed letter from the patient authorizing you to act on their behalf will be required.  If it is not possible for the patient to consent, the complaint can be brought by an advocate.

Complaining to the Health & Social Care Board - We hope that, if you have a problem, you will make use of our Practice-based complaints procedure.  We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.  If despite this you are dissatisfied with the result of our investigation or you do not feel comfortable speaking to any of our Practice staff, you may seek advice from the:

**Complaints Office**

Health and Social Care Board

12-22 Linenhall Street, Belfast. BT2 8BS

Switchboard Tel No. 0300 555 0115

Complaints Hotline No: 028 9536 3893

Email@ complaints.hscb@hscni.net

[www.hscboard.hscni.net](http://www.hscboard.hscni.net/)

An information leaflet is available explaining how your concerns will be handled and contact details for the Patient and Client Council who also offer support for complainants, if required.  The Headquarters are at:

**Patient and Client Council**

1st Floor, Ormeau Baths

Ormeau Avenue

Belfast.  BT2 8HS

Email: info.pcc@hscni.net

[www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net/)

In the event that these measures have not resolved the issue you can refer your complaint to the Northern Ireland Commissioner for Complaints (The Ombudsman) at

**Northern Ireland Public Services Ombudsman**

Progressive House

33 Wellington Place

Belfast  BT1 6HN

Tel: 028 9023 3821

Freephone: 0800 343424

Email: nipso@nipso.org.uk

[www.nipso.org.uk](http://www.nipso.org.uk/)

Complaints about Trust staff, Community Services or the building:

Certain professionals such as treatment room nurses, district nurses and health visitors are contracted by South Eastern Health & Social Care Trust and they are responsible for dealing with any complaints relating to these employees.

The building is owned and maintained by the South Eastern Health & Social Care Trust.

Any complaints about Trust staff, community services or the building should be addressed to:

The complains patient liaison department

Health & Care Centre

39 Regent Street

Newtownards  BT23 4AD

Tel: 028 9056 1427

email: complaints@setrust.hscni.net