

OFFICE USE ONLY	
FORM RECEIVED BY:	_____
DATE:	_____

Help us get it right

Comment/Suggestion/Complaint Form

We are constantly trying to improve and provide the best service we possibly can. Please let us know when we have done something well, or if you have any suggestions as to how we can do something better.

PATIENT FULL NAME: _____	D.O.B: _____
ADDRESS: _____	
TELEPHONE: _____	

DATE COMMENT/SUGGESTION/COMPLAINT MADE: _____	SIGNED: _____
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My comment, suggestion or complaint is...

**Please return your form or written complaint to Robin Lane Reception or send to;
 Complaints Handler, Robin Lane Health and Wellbeing Centre, Robin Lane, Pudsey, LS28 7DE**

Comments, Suggestions and Complaints

Our Aim

Our aim is to provide the highest possible level of care to our patients. We will always be willing to hear if there is any way that you think we can improve.

Making a comment, suggestion or complaint

The Practice Management and Partners will be pleased to deal with any comments, suggestions or complaints about the service you have received at this practice. You can write to us or use this form.

When Should I complain?

We hope that most issues can be sorted out quickly and easily, often when they arise and with the person connected. If your issue cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible—this will allow us to establish what happened more easily. Please let us have the details of your complaint; 1) within 6 months of the incident that caused the problem; or 2) within 6 months of discovering you have a problem, provided that is within 12 months of the incident. The time limit can sometimes be extended, so long as its still possible to investigate the complaint.

What we will do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. Therefore we will acknowledge receipt of your complaint within 3 working days, and aim to have looked into your complaint within 25 working days of receipt. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

At the end of the investigation your complaint will be discussed with you in detail in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this.

What you can do next

If you have a problem, we hope that you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However this does not affect your right to approach the local Clinical Commissioning Group if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint. Your local Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to resolve any concerns you may have about the care we provide, guiding you through the different services available from the NHS. You can call them on 0113 2066261.

Please remember: following our formal reply to your complaint, you can discuss with us any matter you feel remains unresolved, or request a face to face meeting. If you have received a final response from Robin Lane Practice and remain dissatisfied with the response to your complaint you have the right to raise your complaint with the Parliamentary and Health Service Ombudsman. **Telephone** 0345 015 4033 **website** <http://www.ombudsman.org.uk/make-a-complaint>