

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Evexia Healthcare keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the service needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **COMPLAINING TO OTHER AUTHORITIES**

The operations management team hope that if you have a problem, you will use the Evexia Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following 4 bodies:

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

## **PALS, ICAS & OMBUDSMAN**

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be contacted on  
01582 700 164

### **INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be contacted on : 0300 456 2370

### **OMBUDSMAN**

As a last resort, if you are not happy with the response from this service, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298



# **Complaints & Comments Leaflet**

LUTON'S FEDERATION OF PRACTICES

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Luton  
Bedfordshire  
LU3 1BD  
Tel: 01582 818445

[www.evexiahealthcare.co.uk](http://www.evexiahealthcare.co.uk)

## LET EVEXIA HEALTH KNOW YOUR VIEWS

Evexia Healthcare is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### **TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET**

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### **EVEXIA COMPLAINTS PROCEDURE**

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. Evexia Health operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint, it is Evexia's policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Managers Sayel Parvin ([sayel.parvin@nhs.net](mailto:sayel.parvin@nhs.net)) who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the service to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The service will acknowledge your complaint within two working days and aim to have looked into your complaint within 28 working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the service looks into your complaint it aims to:

Ascertain the full circumstances of the complaint

- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the service can do to make sure the problem does not happen again

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_

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