| Further actions  If you are dissatisfied with the outcome of your complaint you can seek further guidance from:  NHS England  PO BOX 16738  Redditch B97 9PT  Tel: 03003 112233  [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  Or alternatively complain to the:  Parliamentary Health Service Ombudsman  Milbank Tower  Milbank  London SW1P 4QP  Tel: 0345 015 4033  www.ombudsman.org.uk | West View Surgery  Stanhope Parade Health Centre  South Shields, Tyne and Wear. NE33 4JP  Tel No: 0191 2834820 |  | The Complaint Process  West View Surgery |
| --- | --- | --- | --- |
| Talk to us Every patient has the right to make a complaint about the treatment or care they have received at West View Surgery.  We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience. Who to talk to Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Complaints Manager, Karen Auty, Practice Manager. | At West View Surgery the  Complaints Manager is :  Mrs Karen Auty, Practice Manager, and she is supported by the Responsible Officer who is:  Dr Yan J Chan, GP  A complaint can be made verbally or in writing. A Complaints Form is available from reception. Additionally, you can complain via email to: stynccg.westviewsurgery@nhs.net Time frames for complaints The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.  The Practice Manager will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 40 days. | | Investigating complaints West View Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance. Confidentiality West View Surgery will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient’s healthcare record. Third party complaints West View Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third Party Patient Complaint Form is available from reception. Final response West View Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy. |