



THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

Complaints Procedure

- Patients may raise concerns verbally or in writing. All complaints will be dealt with respectfully, and without prejudice or discrimination to anyone who makes a complaint.
- Complaints will be directed to the staff member involved and to the Practice Manager to hear, or to address a written concern.
- All formal complaints, whether made verbally or in writing, are recorded on a Complaints, Suggestions and Compliments Form.
- All complaints will be acknowledged in writing within three working days, and a copy of the Complaints Procedure will be provided if this has not been obtained before.
- This acknowledgement will give an estimate of the time required to investigate the complaint and reply again, which would normally be within 10-20 working days. The complainant will be given the opportunity to agree an alternative timescale if needed.
- Following the investigation, a written response will be provided to the complainant. This will substantiate or not substantiate all points of concern raised within the complaint, giving feedback and a detailed outcome response of all actions to be taken to resolve the issues.
- Investigations and outcomes will be recorded on a Complaints Investigation Form.
- Complaints will be investigated in the first instance by the person receiving the complaint, and referred up the chain of management as necessary to reach a satisfactory outcome for the complainant.
- The complainant will be requested to examine the written records of the complaint and/or sign to indicate agreement with the outcome.
- In the event of a continued disagreement which cannot be resolved internally, and where it is felt by the management of Walcote Health Ltd that responsibilities have been fulfilled in addressing all concerns listed, the complainant will be advised to approach an appropriate external authority. Please see the table overleaf for details of independent organisations able to assist with resolution of your complaint.
- The completed Complaints, Suggestions and Compliments Form and the Complaints Investigation Form will be given to the Practice Manager for filing in the Complaints File.
- Formal complaints are recorded in the Complaints Register. In cases where they can be used in the learning process of improving service and safety, they are also recorded in the Risk Register. In such cases, the Risk Register will be updated to include all actions to be taken to resolve any requirements or recommendations made following any investigation.
- The records are kept and provided to the Care Quality Commission (CQC) at any time that they may ask for them.
- Please note that if a complaint is deemed to be vexatious or is made in an abusive way involving unacceptable behaviour, it will fall outside of the remit of this Complaints Procedure. Walcote Health Ltd has the right not to pursue vexatious or abusive complaints.

Sources of support for a patient wishing to make a complaint

Organisation	Service provided	Postal Address	Tel no:
Citizens's Advice Bureau	Community advocacy	Citizens's Advice Bureau City Offices Colebrook Street Winchester SO23 9LJ	0808 2787861
The Patients Association	Community advocacy and advice	The Patients Association PO Box 935 Harrow Middlesex HA1 3YJ	0800 345 7115
VoiceAbility	Community advocacy/ independent mental health advocacy (IMHA)		0300 303 1660
VoiceAbility	Independent mental capacity advocacy (IMCA)		0300 303 1660
Your choice of lawyer	Legal advice	You are able to take your own independent legal advice through an organisation of your choice	
Care Quality Commission (CQC)	Receives complaints, however please be aware that the CQC is unable to take on or investigate a complaint	CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA	03000 616161
General Medical Council (GMC)	Address cases of gross misconduct or issues with a doctor's fitness to practice	General Medical Council Fitness to Practise Directorate 3 Hardman Street Manchester M3 3AW	0161 923 6602