

# COMPLAINTS

## LISTENING.....ACTING.....IMPROVING

### Practice complaints procedure

If you have a complaint or are concerned about the Health Service treatment you have received from the GP or any of the staff employed by the practice, please let us know. A practice complaints procedure, dealing with complaints that meet the criteria agreed for by the NI Health and Personal Social Services is in place; however, it does not cover services provided under a private arrangement between the practice and a patient.

### How to complain

We try to resolve most problems easily and quickly, often at the time they arise and the individual concerned, but if your problem cannot be sorted out in this way and you wish to make a complaint, let us know as soon as possible. This will help us find out what happened more easily.

Complaints should be addressed to the Practice Manager or to one of the partners. Alternative you can make an appointment with either the Practice Manager or one of the partners to discuss your concerns. The complaints procedure will then be explained more fully and your concerns will be dealt with promptly. To assist us, we ask that you be as specific about your complaint as you can.

### What we will do

We will acknowledge your complaint within 5 working days, aiming to look into your complaint within 10 working days from the date the complaint was raised. By that time, we should be in a position to offer an explanation or a meeting with those concerned. We aim to:

Find out what happened and what went wrong  
Enable you to discuss the problem with those concerned, should you wish this  
Where appropriate, ensure that an apology is given  
Identify the problem and ensure that all reasonable steps will be taken to prevent this happening again

### Complaining on behalf of someone else

The strict rules of confidentiality are adhered to at all times. Should you be complaining on behalf of someone other than yourself, we have to know that you are doing this with their permission. A signed form from the practice by the patient concerned and witnessed by the person acting on their behalf will be needed. If this is not possible, the complaint should be brought by the next of kin.

We hope that the complaint can be resolved within the practice, but if you are not satisfied with the outcome at this level, you can then take your complaint to:

Any request for information, or complaints, should be submitted in writing. Contact details are as follows:

**Head of Business Support  
Patient and Client Council  
5th Floor, 14-16 Great Victoria Street  
Belfast  
BT1 4JE**

[Info@pcc-ni.net](mailto:Info@pcc-ni.net)

Who will provide conciliation or arrange an independent review as appropriate

OR

The Patient and Client Council either by:  
Freephone 0800 917 0222  
Email [complaints.pcc@hscni.net](mailto:complaints.pcc@hscni.net)  
FREEPOST  
PATIENT AND CLIENT COUNCIL

They provide free, independent advice and support on making a complaint.

Practice Manager Karen Carmichael