

## MOSBOROUGH HEALTH CENTRE

### COMMENTS, SUGGESTIONS & COMPLAINTS

#### Easy Read Guide

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#### We Want to Hear From You

We want to give you the best care possible.

If you are unhappy with our service, or if you have ideas to help us improve, please tell us.

Making a complaint **will not affect your care**.

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#### How Can I Raise a Concern?

You can:

- Speak to our reception staff in person or by phone
- Ask to speak to Caroline Hamilton Complaints Administrator or Allison Smith Practice Manager
- Write to us or email us

Many problems can be sorted out quickly when they are raised early.

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#### Making a Complaint

You can make a complaint:

- **In person**
- **By phone**
- **In writing**

If you complain verbally, we will write it down and give you a copy.

Please try to complain within **12 months** of the problem happening, or within **12 months of becoming aware** of the issue.

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#### What Will Happen Next?

When you make a complaint, we will:

- Say **thank you and acknowledge it within 3 working days**
- Explain what will happen next
- Investigate what went wrong
- Say sorry if we have made a mistake
- Tell you what we will do to stop it happening again

We aim to reply within **three working weeks**. If it takes longer, we will keep you updated.

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#### Complaining for Someone Else

You can complain for another person if:

- They give permission, or
- They cannot complain themselves and you are acting in their best interests

We may need written consent to protect confidentiality.

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#### Need Help Making a Complaint?

You can get free, independent help from:

##### Sheffield Advocacy Hub

Freephone: **0800 035 0396** (Mon–Fri, 9am–5pm)

Email:

[referrals@sheffieldadvocacyhub.org.uk](mailto:referrals@sheffieldadvocacyhub.org.uk)

Website:

[www.sheffieldadvocacyhub.org.uk](http://www.sheffieldadvocacyhub.org.uk)

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#### If You Are Still Not Happy

If you are not satisfied with our final response, you can contact:

##### Parliamentary and Health Service Ombudsman

Telephone: **0345 015 4033**

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

They are independent and can review your complaint.

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#### Contact Us

##### Mosborough Health Centre

34 Queen Street  
Sheffield S20 5BQ

Tel: **0114 251 2636**

Website: [www.mosboroughhealthcentre.co.uk](http://www.mosboroughhealthcentre.co.uk)

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**Reviewed: January 2026**

**Links: Complaints Procedure January 26**