

COMPLAINTS PROCEDURE

Introduction

This procedure sets out Mosborough Health Centre's approach to managing complaints in line with **the NHS Complaints Regulations**. A summary version is available at reception upon request.

Policy

The practice will ensure patients are aware of:

- How to make a complaint
- Relevant time limits
- How complaints are handled
- Who is responsible for handling complaints
- Their right to escalate concerns
- Assurance that raising a complaint will **not affect ongoing or future care**

Receiving Complaints

Complaints may be made by a patient, former patient, or—with consent—a representative.

Where the patient is:

- **A child:** complaints may be made by a parent, guardian, or authorised representative.
- **Unable to complain** due to incapacity: complaints may be made by a relative or person with a legitimate interest in their welfare.

Timeframe for Complaints

Complaints should normally be made:

- Within **12 months** of the event, or
- Within **12 months** of the issue coming to the complainant's attention.

Responses will usually be provided within **three working weeks**, and complaints should normally be resolved within **6 months**.

Time limits may be extended at the discretion of Caroline Hamilton Complaints Administrator, Allison Smith Practice Manager, or a GP Partner where appropriate.

Action on Receipt of a Complaint

- Complaints will be addressed promptly and, where possible, resolved early.
- Written complaints will be acknowledged within **3 working days**.
- Investigations will be documented and logged.

MOSBOROUGH HEALTH CENTRE

- External organisations may be contacted where necessary, with patient consent.

Unreasonable or Persistent Complaints

Where behaviour becomes unreasonable or aggressive, the practice may implement measures such as:

- Appointing a single named contact
- Limiting methods or frequency of contact
- Setting clear behaviour expectations
- Declining repeated complaints on the same issue once closed

These measures will be communicated clearly to the complainant.

Final Response

The final response will include:

- A summary of issues and findings
- Explanations and evidence-based decisions
- Actions taken or planned
- An apology where appropriate
- Information on escalation options

Further reconciliation may include meetings with the Lead GP and Practice Manager, referral to PALS, or escalation to the Health Commissioner.

Confidentiality and Records

All complaints are handled in strict confidence. Complaint records are kept separate from medical records in line with data protection requirements.

Complaints to NHS England

Where appropriate, complaints may be raised directly with NHS England following informal resolution attempts.

All NHS England complaints will be acknowledged within **3 working days** and handled in accordance with NHS Complaints Regulations.

Further guidance:

- NHS England – How to Complain
- NHS England Complaints Policy
- NHS England Complaints Procedures
- **Reviewed: January 2026**
- **Links: Comments, Suggestions & Complaints Easy Read Guide**