

# MOSBOROUGH HEALTH CENTRE

## 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.

Approved by: Allison Smith Practice Manager

Original Policy Date: March 2015

Reviewed by: Allison Smith Practice Manager

Review Date: January 2026

Next Review Due: January 2028

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- 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**

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