

The Complaints Process



We value your feedback and use it to improve our services and patient experience.



TALK TO US

Every patient has the right to make a complaint about the treatment or care they have received at St Andrew's Surgery.



We understand that we may not always get everything right and by you telling us the problem you encountered we will be able to **improve our services and patient experience.**

OUR PROCESS



Most complaints can be resolved at a local level, please speak to a member of staff if you have a concern and they will assist you where possible, alternatively, ask to speak to the **complaints lead**, but note this may need to be a booked appointment.



A complaint can be made verbally or in writing, you can also complain via our email addressed to the complaints resolution team: **hiowicb-hsi.standrewssurgery@nhs.net**



Complaints Resolution Team

All complaints are managed through our clinical governance and quality assurance processes. Our Complaints Resolution Team, comprising administrative and clinical colleagues, works collaboratively to review concerns, undertake proportionate investigations, identify learning opportunities, and agree outcomes. This multidisciplinary approach helps ensure complaints are handled fairly, transparently, and in line with NHS standards and best practice.



We also accept **third party** complaints however the patient must provide consent for the third party to do so.



Once you have made a complaint, you will receive an acknowledgement within **3-working-days.**



The case will then be investigated where you will then receive a written response in **28 days.** This can be extended if an outcome cannot be determined in this time, we will update you if this is the case.

If you prefer not to speak to our staff

You can request that the **Integrated Care Board (ICB)** investigates your complaint:



South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill, Aldershot
Hampshire, GU11 1AY



0300 561 0290



frimleyicb.southeastcomplaints@nhs.net

Important to note



We are unable to accept any complaints that are made over **12-months** from the occurrence or **12 months** from the time you become aware of the matter about which you wish to complain.

Escalate your complaint

If you are dissatisfied with the outcome of your complaint from either Hampshire and Isle of Wight ICB or this organisation, you can escalate your complaint to the Parliamentary Health Service Ombudsman (PHSO):



0345 015 4033



phso.enquiries@ombudsman.org.uk



0300 061 4000



**Millbank Tower, Millbank,
London, SW1P 4QP**

Further information about the Ombudsman is available at **www.ombudsman.org.uk**

