

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that York Medical Group keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following 2 bodies:

- York Advocacy Hub, 30 Clarence Street, York YO31 7DE
Tel 01904 414357
- National Commissioning Board, Central Contact Centre, PO Box 16738, Redditch, B97 9PT or telephone 0300 311 22 33 Mon to Fri 8am to 6pm or email England.contactus@nhs.net
- As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4 033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the website: www.cqc.org.uk/contact-us

Help with other medical services ICAS & PALS

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on the website below:

<https://www.england.nhs.uk/2013/03/advocacy-complaint/>

If you feel you need an interpreter please let reception know and this can be arranged.



"Trust our family to look after your family"

Feedback, Comments or
Complaints Leaflet

**Please Take a Copy
Let the Practice know your views**

(Revised January 2020)

