



Making a Complaint



Our complaints procedure has been rigorously designed to be constructive and to recommend changes where necessary to our policies and systems. In particular, we will use your positive comments as a learning tool and will discuss the issues at our Clinical and admin Meeting.

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, either in writing or verbally, as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter.

If you are a registered patient, you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority.

We are able to provide you with a separate complaint form to register your complaint, and this includes a third-party authority form to enable a complaint to be made on behalf of someone else. Please ask at reception for this. You can provide this in your own format providing it covers all of the necessary aspects.

Send your written complaint to Hannah Matheson, Operations Manager:

- Extended Primary Care Service (EPCS)
101 Peckham Road, London, SE15 5LJ

Or

- Email to: h.matheson@nhs.net