

COMPLAINTS FORM

**Kingsmead Healthcare
4 Kingsmead Way London
E9 5QG**

Tel: 020 8985 1930 Fax: 020 8533 3951

Patient Details

Surname _____ ***Forename*** _____

Address _____

_____ ***Telephone*** _____

Dob _____

Date complaint received _____

Details of Complaint

Date _____ ***Time*** _____ ***Place*** _____

Member(s) of the Practice Involved 1. _____

2. _____ **3.** _____ **4.** _____

Full Description of the Complaint (Please append additional sheets if necessary).

Where the complainant is not the patient:

I _____ ***hereby authorise*** _____

to make the above complaint on my behalf and I agree that Practice Staff may disclose (information only relevant to the complaint) confidential information about me.

Complainant/Patient: Signature _____

Date _____

COMPLAINT INFORMATION SHEET
Kingsmead Healthcare 4 Kingsmead Way London E9 5QG
Tel: 020 8985 1930 Fax: 020 8533 3951

If you have any complaint or concern about the service that you have received from the doctors or staff working for this Practice you are entitled to ask for an explanation. We operate an informal, in-house complaint procedure to deal with your complaints. This procedure does not deal with matter of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to NHS Complaints Authority if you so wish. Nor does it affect your right to seek compensation in law. More guidance can be obtained from <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

Your complaint should be addressed to the Practice Manager who will ensure that it is investigated thoroughly and as speedily as possible. We aim to report back to you within two weeks although, in some cases, more time may be required. In this case, you will be informed in writing.

Please note that the practice must ensure strict adherence the rule of medical confidentiality authority. We cannot provide confidential information without appropriate authority if you are not the patient in question.

A copy of our complaint form is enclosed. You do not have to use it if you prefer to set out your complaint in your own way. We can help to write down your complaint if you feel you need help to do so. Please do not hesitate to contact the Practice Manager who will be pleased to assist you.

Please complete and send your complaint to the Practice Manager as soon as possible at the surgery address.

Your complaint will then be investigated by someone within the Practice who is not associated with your complaint. It is likely that the investigator will contact you directly to ensure that the complaint has been fully understood.

At the conclusion of the investigation your complaint a written response will be forwarded to you. You are very welcome to discuss the contents of this response with the author.

Access to Advice and Guidance on making a complaint for a NHS service:

[*NHS England » How do I feedback or make a complaint about an NHS service?*](#)

[*Parliamentary and Health Service Ombudsman*](#)

This body, a free service, makes final decisions on complaints that have not been resolved by the NHS in England and UK government departments and other public organisations.

[*The Advocacy project*](#)

This is the leading independent Health and Care Advocacy Service for Hackney and will provide you with help and guidance on a whole range of health and social issues, including how to make a complaint.

[*Healthwatch Hackney*](#)

This is your local health and care watchdog.

[*Hackney Health and Social Care Complaints Charter*](#)