

## **HOW TO MAKE A COMPLAINT**

**DEAL TREE HEALTH CENTRE**

**Blackmore Road**

**Doddinghurst**

**Brentwood**

**CM15 0HU**

**Tel: 01277 821699**

**Email: [dealtree.healthcentre@nhs.net](mailto:dealtree.healthcentre@nhs.net)**

**[www.dealtreehealthcentre.co.uk](http://www.dealtreehealthcentre.co.uk)**

We endeavour to offer the best service possible to all our patients but where problems arise we seek to resolve these as quickly as possible to the satisfaction of all.

**If you are unhappy with any aspect of your treatment here at Deal Tree Health Centre, please raise this with a member of staff as soon as possible.** Where they are unable to resolve your complaint, they will escalate it to the attention of our Practice Manager who will seek to resolve it informally as quickly as possible.

**Where we are unable to resolve your complaint in this way, you may wish to make a formal complaint.** A formal complaint should be raised, preferably in writing (either by letter or email), within 12 months of the incident.

The Practice will acknowledge a formal complaint within three working days of its written receipt. You will then be offered an explanation or a meeting with the person(s) involved.

Our aims are:

- To ascertain the full circumstances of the complaint
- To make arrangements for you to discuss the problem with those concerned, if you would like to do so
- To make sure that you receive an apology, if appropriate
- To identify what the Practice can do to make sure that the problem does not happen again.

### **Raising a complaint on behalf of someone else**

Due to the strict rules of medical and personal confidentiality, we are unable to discuss any issue relating to someone else without their express permission. This permission must be in writing and the patient concerned will need to confirm that they are unhappy with their treatment and that they wish another named person to act on their behalf. Please note: we may still need to correspond directly with the patient depending on the wording of the authority provided.

Where a patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in writing.

**If you do not wish to raise your complaint directly with Deal Tree Health Centre**, you may register a formal complaint with NHS England.

NHS England  
P.O. Box 16738  
Redditch  
B97 9PT  
Tel. 03003-112233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**In the event that we are unable to give you a satisfactory response to your concerns**, you should contact the Parliamentary & Health Services Ombudsman.

Parliamentary & Health Services Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel. 0345 015 4033 – open Monday-Friday 0830-1730  
<https://www.ombudsman.org.uk/>

Further information regarding the NHS complaints process may be found on their website:

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>