

Bootle Village Surgery

Policy Name	Complaints Policy
Date	19/03/25
Review Date	19/03/26
Reviewed By	Nikki Reid

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the practice, please let us know. We operate a practice complaints procedure as part of a NHS wide system for dealing with complaints. Our system meets the national criteria.

How to complain.

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally on the day. This is because the sooner we know about a problem, the easier it will be for us to establish what happened.

In any event, please let us have details of your complaint:

Within 6 months of the incident that caused the problem; or

Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager, Mrs Nikki Reid. It will be a great help if you are as specific as possible about your complaint.

What we will do.

We will acknowledge your complaint within seven working days and aim to have looked into your complaint within ten working days of the date that you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall:

Find out what happened and what went wrong.

Make it possible for you to discuss the problem with those concerned, if you would like this.

Make sure you receive an apology, where this is appropriate.

Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed to authorize you to complain on their behalf.

PALS (Patient Advice and Liaison Service)

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give you the best chance of putting right whatever has gone wrong, and an opportunity to improve our practice. If for any reason you feel that the practice complaints procedure has not resolved your problem, then another step to take is to contact the local PALS (Patient Advice & Liaison Service).