



# Forum Health Centre

## Complaints Procedure

### **Introduction:**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this 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 easily and quickly, 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.

You are always welcome to discuss any issues or concerns with the Practice Manager or Reception Manager.

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. 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 two working days and aim to have looked into your complaint within ten working days of the date when 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.

## **Complaining to the Coventry Teaching Primary Care Trust:**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us 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 and Liaison Service)

PALS is a local confidential service and can be contacted in person from 9am to 5pm at:

- Debbie Moore on 024 7624 6002
- Or write to:-  
PALS  
Coventry Teaching Primary Care Trust  
Christchurch House  
Greyfriars Lane  
Coventry CV1 2GQ
- PALS email: [PALS@coventrypct.nhs.uk](mailto:PALS@coventrypct.nhs.uk)

## **The Healthcare Commission**

If you remain dissatisfied with the response to your complaint you have the right to ask the Healthcare Commission to review your case. This should be done within 6 months of our written response to your complaint. The Healthcare Commission is an independent body established to promote improvements in healthcare. You can contact the Healthcare Commission on the following number – 0845 601 3012

A leaflet is available which explains the role of the Healthcare Commission.

The Practice Address is:-

The Forum Health Centre  
1a Farren Road  
COVENTRY CV2 5EP

Tel: 024 76 26 63 70

Fax: 024 76 63 65 18

Email: [admin.m86014@nhs.net](mailto:admin.m86014@nhs.net) (for non-medical, non-urgent issues)

Website: [www.forumhealthcentre.co.uk](http://www.forumhealthcentre.co.uk)