

The Three Spires Medical Practice  
Truro Health Park  
Infirmary Hill  
Truro  
TR1 2JA

Telephone: 01872 272272



**PRACTICE**

**COMPLAINTS**

**PROCEDURE**



## Practice Complaints Procedure

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 system for dealing with complaints. Our complaints system meets 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 within a matter of days or at most a few weeks – this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the date the event happened; or
- within 12 months of the date you first became aware of it.

Your letter of complaint should be addressed to our Complaints Manager. Alternatively you may ask for an appointment with the Complaints Manager in order to discuss your concerns. If you would prefer to speak to one of the doctors or nurses, this can be arranged.

This first stage of the NHS Complaints Procedure is known as **local resolution**.

You are very welcome at anytime in the process to bring a friend or relative with you to any meeting.

### Complaining on behalf of someone

Please note that if you wish to make a complaint on behalf of someone else, that person's written consent is necessary before we can discuss personal health information with you (this is called disclosure).

### What will happen next?

We think it is important to deal with matters swiftly. You will receive an acknowledgement to your complaint within three working days of receipt. This may be in writing, by email or telephone.

Occasionally if we have to make a lot of enquiries it might take a little while but the Complaints Manager will keep you informed and advise you of the anticipated timescale. We aim to address your concerns fully, to provide you with an explanation and an apology if it is appropriate and to discuss with you any further action that may be needed.

We hope that if you have a problem you will use our Practice procedure. We believe this will give us the best chance of putting right whatever has gone wrong.

If you are not happy with the outcome of your complaint, please say so. We may be able to do more to help.

If you remain unhappy at the end of local resolution, you have the right to ask the Parliamentary and Health Service Ombudsman to review your complaint and the way in which it has been handled. Their contact details are:

Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Email: [phso.enquiries@ombudsman.org](mailto:phso.enquiries@ombudsman.org)