

## Larkside Practice

We always try to give you the best possible service.

Occasionally, problems do arise and we would like the opportunity to put them right.

If at any time you feel dissatisfied and wish to comment on how we can improve our services, please let us know.

This leaflet explains what to do if you have a complaint about the services we provide for you.

## Larkside Practice

Churchfield Medical  
Centre  
322 Crawley Green Road  
LUTON  
Beds  
LU2 9SB

Tel. 01582 722143

Dr M Kunzemann  
Dr S Maroju  
Dr M Hussain  
Dr T Mehta  
Dr R Younas

## Complaints Leaflet

Larkside Practice

## LOCAL RESOLUTION

If you have a complaint or concern about the service or staff within this Practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

We operate an in-house complaints procedure to deal with your complaints, this is known as 'Local Resolution'.

## 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 a few days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering you have a problem

Complaints should be addressed to the Practice Manager, who will take details of your complaint and explain the complaint procedure to you. You will receive an acknowledgement within 2 working days of your complaint.

A full investigation will be made including all the individuals concerned and you will be offered a meeting with the respective team member to discuss the matter. You may bring a relative or friend with you to this meeting.

After meeting with you, we will respond to your complaint in writing within two weeks; please note this may take longer if we need to make a number of enquiries but we will keep you informed.

We will try to address your concerns fully, provide you with an explanation and indicate any action that may be needed.

Please note that we must respect our duty of confidentiality to patients and if a complaint is made by a third party on behalf of a patient, then the patient's written consent will be necessary.

We hope that at the end of the meeting you will feel that we have dealt with the matter thoroughly and to your satisfaction. However, if this is not so, there are the following services available to advise and support you.

### POhWER ICAS

POhWER Independent Complaints Advocacy Service (ICAS) is a registered charity, able to give you advice and support and they may be contacted as follows:-

POhWER ICAS  
P O Box 17943  
Birmingham, B9 9PB

### NHS ENGLAND

If you are unable to discuss your complaint with us, you may seek assistance directly from NHS ENGLAND. Their details are:

NHS ENGLAND  
P O Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 2233

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

NOTE: NHS England complaints team works jointly with The Commissioning Support Unit (CSU), as such your complaint may be shared with the CSU unless you tell them otherwise.

### Health Service Ombudsman

If we are unable to conclude matters to your satisfaction, cases can be referred to the Health Service Ombudsman at:

Office of the Health Service Ombudsman  
Millbank Tower  
Millbank  
LONDON SW1P 4QP

Tel: 0345 015 4033