

Charlton House Medical Centre

Complaints Procedure

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

How to complain

We hope 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 formal complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at the 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 details of your complaint:

- Within 12 months of the incident
- Or within 12 months of becoming aware of the problem.

Complaints should be addressed to the Practice Manager or you can arrange to meet with the Practice Manager in order to discuss your concerns. The complaints procedure will be explained to you and your concerns dealt with promptly. Please be as specific as possible with your complaint.

What we shall do

We shall acknowledge receipt of your complaint within 48 hours of receiving it explaining how the complaint will be investigated. We will investigate the points you have raised keeping you informed of progress and letting you know of any delays. We will then be in a position to offer you an explanation in writing or arrange a meeting if preferable to you within 28 days. Please be aware that depending on the nature of the complaint this process can take longer but we will keep you informed as we progress.

Complaining on behalf of someone else

We do keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else we must have their permission to do so. A note signed by the person will be required unless they are incapable (due to illness) of providing this.

Complaining to NHS England

We hope that if you have a problem you will use our practice complaints procedure as this gives us the opportunity to put things right and improve the services we offer. But, if you feel unable to raise your complaint with the practice, you can contact NHS England as follows:

- Post: NHS England, PO Box 16738, Redditch, B97 9PT
- Email: england.contactus@nhs.net (Please state: 'For the attention of the complaints team' in the subject line)
- Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Complaining to the Parliamentary and Health Service Ombudsman

If you remain dissatisfied with the response to your complaint you can ask the Parliamentary and Health Service Ombudsman to review your complaint. Contact details are 0345 015 4033 (8:30am - 5:30pm, Monday – Friday), www.ombudsman.org.uk or you can write to The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.