

## 2. Independent Complaints Advocacy Service – (ICAS) VoiceAbility

A new service was instituted by the government to assist those who wish to or are making complaints about the NHS – the Independent Complaints Advocacy Service (ICAS).

In the London region, ICAS is being provided by the Citizens' Advice Bureau. You determine how much you want from ICAS, be it advice, assistant or support.

The service is free and confidential and can be contacted via their head office at:

NHS Complaints Advocacy  
VoiceAbility, Mount Pleasant House  
Huntingdon Road  
Cambridge  
CB3 0RN

**Tel No: 0300 330 5454**  
**[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)**  
**[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)**

## **Charlton House Medical Centre**

**581 High Road**

**Tottenham**

**London**

**N17 6SBel No: 0208 808 2837**

**[www.charltonhousemedicalcentre.co.uk](http://www.charltonhousemedicalcentre.co.uk)**

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## **PATIENTS' COMPLAINT** **PROCEDURE**



If you have a complaint or concern about the service you have received from the doctors or staff working in this practice, please let us know. We operate a practice-based complaints procedure as part of an 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 – 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 six months of the incident that caused the problem; or
- Within twelve months of the incident or within twelve months after becoming aware of a cause for complaint.

Complaints should be addressed to **Mohammed Al-Mahfuz– Practice Manager** or to the doctor. Alternatively, you may ask for an appointment with the manager in order to discuss your concerns. He will explain the complaints procedure to you and ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do:

We shall acknowledge your complaint within three working days and aim to provide a timely detailed response thereafter, in which we will be able to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- 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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

We hope that, if you have a problem, you will use our practice-based 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. But this does not affect your right to approach the local Ombudsman, if you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

#### **Other means of complaining:**

1. The Care Quality Commission

Details can be found at: [www.cqc.org.uk](http://www.cqc.org.uk)

If you remain unhappy after local resolution and independent review then you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of both the NHS and Government.

#### **You can contact the Ombudsman at:**

Millbank Tower Millbank London, SW1P 4QP

Tel No: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)