





### Who can complain?

Complaints can be made by patients, former patients, someone who is affected, or likely to be affected, by the action, omission or decision of individuals working at the practice, or by a representative of a patient who is incapable of making the complaint themselves.

#### Confidentiality

Highfield Health will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Highfield Health allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception

### How complaints can be made :

Complaints may be received in writing or verbally. Where a patient is unable to communicate a complaint by either means on their own then arrangements will be made to facilitate the giving of the complaint.

### Time limit for making a complaint :

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain

### Complaints Process :

**You should expect an acknowledgement and the offer of a discussion about the handling of your complaint within three working days of receiving your complaint.**

The timescale to respond (maximum of 6 months) is to be agreed with the complainant at that meeting .

The full response will be communicated to the complainant which will include:

- An explanation of how the complaint was considered;
- The conclusions reached in relation to the complaint and any remedial action that will be needed;
- Confirmation as to whether the practice is satisfied that any action has been taken or will be taken.