
What we will do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us, or advise you of why it is taking longer than this. We shall then be in a position 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
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem doesn't happen again.



Ashcroft Surgery
Newlands Way
Eccleshill
Bradford BD10 0JE

When things get heated up.....

When in a situation which you are unhappy with, emotions will usually fly sky high between you and the other person. These feelings can sometimes be so high that they can stop you from saying what you really want to say. In this situation, we would suggest writing a complaint a day or two after the event to allow these feelings to settle a little so that you are in a better position to rationally collect your thoughts and be able to really express what you want to say.



complaints@ashcroftsurgery.co.uk
suggestions@ashcroftsurgery.co.uk
compliments@ashcroftsurgery.co.uk

Tel 01274 637 076
www.ashcroftsurgery.co.uk

Ashcroft Surgery

How to make a complaint, comment or a suggestion.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints.



Ashcroft Surgery, Bradford
caring for your journey through life

How to make a complaint

If you have a complaint or concern about the service that you have received from the doctor or any of the staff working in this practice, please let us know.

There is more information about our complaints, comments and suggestions procedure on our website.

www.ashcroftsurgery.co.uk/complaints

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not then please to let us know soon after the situation – ideally, within a matter of days or at most a few weeks – this will enable us to establish what happened more easily. If this isn't possible, you can still complain:

- within 6 months of the incident that caused the problem: or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident. (If greater than 12 months, please justify the delay.)

How to complain

It will be a great help if you are as specific as possible about your complaint. Please take some time to sit down and think about this because we really want you to express what you want to say. When you're ready...

•**Talks to us:** 01274 637 076. Speak to our Practice Manager. Actually, you can contact any member of our team as the first point of contact.

•**Write to us:** The Practice Manager, Ashcroft Surgery, Newlands Way, Eccleshill, Bradford, BD10 0JE

•**Email us:**

- complaints@ashcroftsurgery.co.uk
- suggestions@ashcroftsurgery.co.uk
- compliments@ashcroftsurgery.co.uk

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality; if complaining on behalf of someone else, you need to have their permission. Consent form here: www.ashcroftsurgery.co.uk/complaints

If you can't raise it with us...

If you do not feel able to raise your complaint with us or you are dissatisfied with the result of our investigation, you might want to contact the **Independent Complaints Advocacy Team (ICAT)** to assist you on 01274 750784.

If you remain dissatisfied and have used all local options to resolve your complaint, then you may ask the **Parliamentary Health service Ombudsman (PHSO)** to review your complaint (needs to be done within 6 months of our final response) at PHSO, Millbank Tower, Millbank, London, SW1P 4QP, or 0345 015 4033 or www.ombudsman.org.uk

However, please do try and talk with the practice first – we want to help and make things better.