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**University Health Service**

## **Complaints procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of 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 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 twelve months of the incident that caused the problem or within twelve months of the time you become aware of the reason to complain.

Complaints should be addressed to Mrs. W. Fielder, University Health Service, University of Southampton, Southampton SO17 1BJ

Alternatively, you may ask for an appointment with Mrs Fielder in order to discuss your concerns. She will explain the complaints procedure to you and will make sure 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 two working days and aim to have examined your complaint within ten working days of the date you raised it with us. We shall then be in a position to offer you a written response with 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 signed letter giving consent by the person concerned will be needed, unless they are incapable (because of illness) of providing this.