



# The Complaints Process

## Selly Oak Health Centre

### **Selly Oak Health Centre**

15 Katie Road, Selly Oak  
Birmingham B29 6JG  
Telephone 0121 472 0016

 [Sellyoak.healthcentre@nhs.net](mailto:Sellyoak.healthcentre@nhs.net)  
 [www.sellyoakhealthcentre.nhs.uk](http://www.sellyoakhealthcentre.nhs.uk)

## **Talk to us**

Every patient has the right to make a complaint about the treatment or care they have received at Selly Oak Health Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## **Who to talk to**

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

### **NHS England**

PO BOX 16738

Redditch

B97 9PT

☎ 03003 112233

✉ [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [sellyoak.healthcentre@nhs.net](mailto:sellyoak.healthcentre@nhs.net)

## **Time frames for complaints**

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.

The complaints manager will respond to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## **Investigating complaints**

Selly Oak Health Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## **Confidentiality**

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

## **Third party complaints**

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

## **Final response**

Selly Oak Health Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.