

Dr Thorniley-Walker & Lombard  
Complaints's Procedure  
**COMPLAINTS**

If you have any complaint or concern about the service you have received from the doctors or staff working for this practice you are entitled to ask for an explanation.

We operate an informal, in-house complaints procedure to deal with your concerns. The procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the proper authority.

Your complaint should be addressed to our practice manager Mr Aidan Berry (telephone 0191 5193000) who will ensure that it is investigated as thoroughly and as speedily as possible.

In the first instance a meeting would be offered with the doctor with whom you wish to complain about to try and resolve the matter. At the next stage we would offer you a meeting with the partner who deals with complaints to discuss the complaint. Your complaint will then be investigated by this partner. It is likely that, as a first step, the investigator will contact you directly to ensure that he or she fully understands the complaint. The investigator will then interview the appropriate members of the practice staff and may inspect relevant documents.

We aim to report back to you within two weeks although in some cases more time may be required.

At the conclusion of the investigation your complaint will be discussed with you in detail. Please note that the practice must ensure strict confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

A copy of our complaint form is enclosed. You do not have to use it if you prefer to set out your complaint in your own way. We can help you to write down your complaint if you feel you need help to do so. Please do not hesitate to contact Aidan Berry who will be pleased to assist you.

Please complete and send your complaint to Aidan Berry as soon as possible.

This procedure does not affect your right to make a formal complaint to South Tyneside Clinical Commissioning Group if you so wish, they can be contacted on 0191 2831903.

You may wish to contact ICAS, the independent complaint advocacy service, who can offer you advice and support with your complaint. They can be contacted on their central number, which is 0300 456 2370.

Nor does it affect your right to seek compensation in law. If, however, you consider that further local resolution is not possible, I am obliged to let you know that you do have the right to take outstanding concerns to the Parliamentary and Health Service Ombudsman(PHSO) who can be contacted at

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP  
Tel: 0345 015 4033      Fax: 0300 061 4000  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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**COMPLAINT FORM**

Patients detail's

Name

Date of Birth

Address

Tel No.

Complainant's details (if not the patient)

Name

Date of Birth

Address

Tel No.

Full details of complaint

Date

Time

Place

Identify the member(s) of the practice

Full description of the events (i.e. the facts and surrounding circumstances giving rise to your complaint)

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Summary of Complaint (i.e. what is it you most wish to complain about?)

Complainants signature

Date

Where the complainant is not the patient

I                      hereby authorise the above complaint to be made by

and I agree that members of the practice staff may disclose (in so far as it is only necessary to do so to answer the complaint) confidential information about me which I provided to them.

Patient's signature

Date