

IF YOU ARE DISSATISFIED WITH THE  
OUTCOME OF THE LOCAL INVESTIGATION

You have the right to approach the  
Ombudsman as the second and final stage  
of the NHS complaints procedure.

Contact details are:-

The Parliamentary and Health Service  
Ombudsman  
11th Floor  
Millbank Tower  
Millbank  
SW1P 4QP

Telephone 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



#### FOR MORE DETAILS

Please visit our website or scan the QR code  
below for more information about our  
complaints procedures and to access our  
suggestions and complaints form.



## Contact Us

**Burncross Surgery**  
1 Bevan Way  
Chapelton  
S35 1RN

**High Green Health Centre**  
Thompson Hill  
High Green  
S35 4NF

**0114 2329030**

**[www.chapelgreenpractice.co.uk](http://www.chapelgreenpractice.co.uk)**



**CHAPELGREEN**  
PRACTICE

*Practice Complaints Procedure*

## HOW DO I MAKE A COMPLAINT?

If you have a complaint or are concerned about the service you have received from the doctors or any of the staff working at the practice, please let us know.

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, please let us know as soon as possible. Ideally, this should be within a matter of days or at the most, a few weeks. In this way it helps us to establish what happened more easily.

There is a maximum time limit for making complaints – complaints should be made within 12 months of realising that you have something to complain about. Complaints can be made in writing or verbally.

## WHO SHOULD I CONTACT?

Complaints should be addressed to:

**Jemma Dawson, Operations Manager**

Please email [sheffield.chapelgreenreception@nhs.net](mailto:sheffield.chapelgreenreception@nhs.net) with COMPLAINT NAME DOB as subject of email.

Alternatively, please use the form available from reception or on our website. Please fill and hand over to either surgery.

If you need help making a complaint as above, please speak to our reception staff who would be happy to help

## WHAT WILL THE PRACTICE DO?

When we look into your complaint we aim to:

- Acknowledge your complaint within three working days.
- Agree a timescale for a response to be sent to you.
- 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 does not happen again.
- We also aim to have looked into your complaint as soon as possible and then be in a position to offer you an explanation or a meeting with the people involved.

## WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE?

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require written consent from the patient to enable you to speak on their behalf. Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your cover letter.

We may need to correspond directly with the patient, or may be able to deal directly with the third party depending on the wording of the consent letter.

## WHAT IF I DO NOT WANT TO SPEAK TO A MEMBER OF PRACTICE STAFF?

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf.

South Yorkshire Integrated Care Board  
197 Eyre Street, Sheffield  
S1 3FG (Sheffield Office)

When submitting a complaint to NHS South Yorkshire please can you include the specific area that your complaint is in reference to i.e. Rotherham, Doncaster Barnsley or Sheffield.

To submit a complaint please contact SY ICB on [syicb-sheffield.icbcomplaints@nhs.net](mailto:syicb-sheffield.icbcomplaints@nhs.net)

## HELP WITH MAKING A COMPLAINT

The Sheffield Advocacy Hub Citizens Advice offer a free and confidential service. The service provides NHS complaints advocacy for children, young people and adults who reside in Sheffield and who wish to make a complaint through the NHS complaints procedure. It is a statutory service and everyone has the right to access an advocate.

More information can be found on the website [www.sheffieldadvocacyhub.org.uk](http://www.sheffieldadvocacyhub.org.uk)

Contact details are:-

Sheffield Advocacy Hub  
Citizens Advice Sheffield & Law Centre,  
c/o Taylor Emmet, 20 Arundel Gate, Sheffield, S1 2PP

Email: [referrals@sheffieldadvocacyhub.org.uk](mailto:referrals@sheffieldadvocacyhub.org.uk)

Call 0800 035 0396 / Fax 0114 250 9495