

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Darlaston Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can also complain to:

Time2Talk  
NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH.

Email: [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)

Tel :0300 0120 281 and select Option 4.

NHS England Complaints,

PO Box 16738

Redditch

B97 OPT

Tel: 0300 311 2233

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

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

## **Voiceability & Ombudsman**

### **NHS COMPLAINTS ADVOCACY SERVICE**

#### **(Voiceability)**

If you would like help making your complaint NHS Complaints Advocacy provides a free and independent service that can help you make a complaint.

Helpline: 0300 330 5454

Textphone: 07860 022939

Fax: 0330 0883 7622

Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

### **OMBUDSMAN**

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Darlaston Medical Centre

# **Complaints & Comments Leaflet**

LET THE PRACTICE KNOW YOUR VIEWS

Dr Ismat and Dr Imam

Practice Manager:  
Fawzia Ahmed

**Please Take a Copy**

