

### **What if I am still not satisfied?**

We hope that. If you have a problem, you will use our Practice Complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you feel you cannot raise your complaint with us

Or

**You are dissatisfied with the result of our investigation you can approach the following at any stage:**

**Concerns Team**

**Chief Executive**

**Cardiff & Vale UHB**

Email [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

**Maes Y Coed Road,**

**Cardiff CF14 4HH**

**Tel: 029 218 36318 / 029 21 36319**

**029 218 36323 / 029 218 36340**

**<https://gov.wales/nhs-wales-complaints-and-concerns-putting-things-right>**

You may also wish to contact the community health council for help.

Their details are:-

**Llais Wales Cardiff & Vale Region**

**Rombourne Serviced Offices**

**3<sup>rd</sup> Floor, 33-35 Cathedral Rd, Pontcanna  
CF11 9HB**

**TEL: 029 2023 5558**

**Cardiff & Vale Advocacy Gateway**

**TEL 0808 801 0577**

## **CLARE ROAD MEDICAL CENTRE**

### **Patient Information Leaflet**

### **Practice Complaints Procedure**

**148 Clare Road  
Grangetown  
Cardiff  
CF11 6RW**

**TEL: 02920 388081**

**For Enquiries & emergencies  
please telephone the Practice**

## **Practice Complaints Procedure**

We hope you are happy with the services you receive from the Practice. If, however, you have a complaint about the service you have received from any of the staff working in the practice, please let us know.

We operate a practice complaints procedure as part of a National Health Service 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 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 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager, or any of the Doctors. Alternatively, you may ask for an appointment with our Practice Manager in order to discuss

your concerns are dealt with promptly. It will be helpful if you are as specific as possible about your complaint.

### **What We Shall Do**

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to offer you 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 does not 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 note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **We welcome suggestions on the facilities & Services offered at the Practice**