

## Complaints Procedure

Most problems can be sorted out quickly and easily, often at the time they arise.

### How to Raise a Concern

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event giving as much detail as you can, as this helps us to establish what happened more easily.

Complaints should be made:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient, you can raise a concern about your own care.

You can do this in writing via a form available at reception or a written letter to the surgery for the attention of Ms K Morgan, Practice Manager.

### Raising a concern on behalf of someone else

We will require the written consent of the patient to confirm that we can deal with someone else about their concern. Compliant forms are available at reception.

Where the patient is incapable of providing consent due to illness, it may still be possible to deal with the concern. Please provide details of the circumstances that prevent this.

We are unable to discuss any issue relating to someone else without their permission.

We may still need to correspond directly with the patient or may be able to deal directly with the third party.

### What we do next

- We aim to resolve concerns as soon as possible.
- We will acknowledge receipt of your concern within three working days and aim to have investigated the matter and respond to you within 30 working days.
- If the matter is likely to take longer than this, we will keep you informed as the investigation progresses.
- When looking into a concern we discuss what happened and why and identify if there is something we can learn from.
- Where a concern involves more than one organisation this may be passed to the Health Board.
- After investigation, we will respond to you in writing.
- You may be invited to meet with the person(s) concerned to attempt to resolve the issue.

### If you are dissatisfied with the outcome

You have the right to approach the following authorities:

<p><b>Swansea Bay University Health Board Patient Feedback Team.</b></p> <p>1 Talbot Gateway, Baglan Energy Park, Baglan, Port Talbot. SA12 7BR</p> <p><b>01639 683363 / 683316</b> <a href="mailto:SBU.Complaints@wales.nhs.uk">SBU.Complaints@wales.nhs.uk</a></p>	<p><b>The Public Health Services Ombudsman for Wales</b></p> <p>Contact the Ombudsman within 12 months of when you first noticed the matters alleged in the complaint.</p> <p>1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ</p> <p><b>0300 790 0203</b> <a href="mailto:Ask@ombudsman.wales">Ask@ombudsman.wales</a></p>	<p><b>Swansea Bay Community Health Council</b></p> <p>For confidential advice and support, helping you to sort out any concerns you may have. They can guide you through the different services available from the NHS.</p> <p>Swansea Bay CHC, Cimla Health &amp; Social Care Centre, Neath. SA11 3SU</p> <p><b>01639 683490</b> <a href="mailto:complaintsadvocacy@abmchc.org.uk">complaintsadvocacy@abmchc.org.uk</a></p>
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