



If you are still not happy with the outcome you may also contact:

The Parliamentary and Health  
Service Ombudsman  
Citygate  
Moseley Street  
Manchester  
M2 3HQ

Tel: 0345 015 4033

[www.phso.enquiries@ombudsman.org.uk](http://www.phso.enquiries@ombudsman.org.uk)

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

Alternatively, you can directly complain to Herts and West Essex Integrated Care Board.

Please note complainants may make a complaint either to us or the ICB, not to both.

### Herts and West Essex ICB

You can contact them by post:

✉ Hertfordshire and West Essex  
ICB Patient Experience Team,  
First Floor, Kao Park 2, London  
Road, Harlow CM17 9NA

By email:

✉ [hweicbwe.patientfeedback@nhs.net](mailto:hweicbwe.patientfeedback@nhs.net)

Or by telephone:

☎ 01992 566122



Rothschild House Group

Complaints & Concerns

## Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the Doctors or any staff working at this Practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS system of dealing with complaints. Our complaints procedure 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 this is not possible, please ask to speak to our Complaints Officer to try and resolve the problem for you.

If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know in writing as soon as possible, ideally within a few days. This will help us establish what happened more easily.

If this is not possible, please let us have the details of your complaint:

- Within 12 months of the incident that gave rise to the complaint
- Within 12 months of being made aware of the incident

## Complaints should be directed to

Please send your complaint in writing for the attention of the Complaints Officer.

Complaints can be sent to your local branch or emailed to:  
[rhg.complaints@nhs.net](mailto:rhg.complaints@nhs.net)

## What we will do

We will acknowledge your complaint within three working days and we will advise of our response timeframe in our acknowledgement.

We aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with us.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to ensure the problem does not happen again.

## Complaining on behalf of someone else

We adhere strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Signed consent will be required, unless they are incapable of providing this.

