| Further actionsIf you are dissatisfied with the outcome of your complaint you can seek further guidance from:NHS EnglandPO BOX 16738Redditch B97 9PTTel: 03003 112233england.contactus@nhs.net Or alternatively complain to the:Parliamentary Health Service OmbudsmanMilbank TowerMilbankLondon SW1P 4QPTel: 0345 015 4033www.ombudsman.org.uk  | Alvaston Medical Centre14 Boulton Lane, AlvastonDerby DE24 OGETelephone; 01332 755990www.alvastonmedicalcentre.com |  | The Complaint ProcessAlvaston Medical Centre  |
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| Talk to usEvery patient has the right to make a complaint about the treatment or care they have received at Alvaston Medical Centre.We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience. Who to talk toMost complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Complaints Manager Tracey Sandland, Practice Manager.  | At Alvaston Medical Centre theComplaints Manager is :Tracey Sandland Practice Manager and they are supported by the Responsible Officer who is:Dr Jennifer Palmer, GP PartnerA complaint can be made verbally or in writing. A Complaints Form is available from reception. Additionally, you can complain via email to: alvaston.medicalcentre@nhs.netTime frames for complaintsThe time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.The Practice Manager will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 40 days. | Investigating complaintsAlvaston Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance. ConfidentialityAlvaston Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient’s healthcare record. Third party complaintsAlvaston Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. Final responseAlvaston Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy. |