

# The Complaints Process



**Vauxhall Practice**

## **Talk to us**

Every patient has the right to make a complaint about the treatment or care they have received at Vauxhall Practice.

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 to**

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint, they will be able to help. Alternatively, pass concerns to the complaint's manager, Gemma Ferris. If for any reason you do not want to give details to a member of our staff, then you can request that the Local Health Board investigates your complaint. They will contact us on your behalf:

Putting Things Right Team  
Aneurin Bevan University Health Board  
Mamhilad House,  
Mamhilad Park Estate  
Pontypool  
NP4 0YP  
Telephone No: 01495 745656 (Customer Contact Centre)  
Email: [puttingthingsright.ABHB@wales.nhs.uk](mailto:puttingthingsright.ABHB@wales.nhs.uk)

## **How to submit a complaint**

It is preferable that a complaint is submitted in writing as this is more detailed and considered. If this is not possible, a member of the reception team are able to take some details over the phone which will be passed directly to the complaints manager. Please let us know how you prefer to be contacted and your complaint will be acknowledged within 3 days of receipt.

Complaints may be submitted by email to [admin.w93020@wales.nhs.uk](mailto:admin.w93020@wales.nhs.uk) (please be aware, this is not a clinically monitored mailbox and any other requests will be passed through the usual channels).

## **Time frames for complaints**

The 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 complaints team will acknowledge any complaints within three business days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## **Investigating complaints**

Vauxhall Practice will investigate all complaints effectively and in conjunction with current legislation and guidance.

## **Confidentiality**

Vauxhall Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## **Third party complaints**

Vauxhall Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## **Final response**

Vauxhall Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. This should be no later than 30 working days from receipt of the complaint unless there has been a delay, in which case you will be made aware of the expected deadline.

**Further action**

If you are dissatisfied with the outcome of your complaint from either NHS Wales or this practice, then you can escalate your complaint to:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
PENCOED  
CF35 5LJ  
Tel 0300 790 0203  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**Advocacy support**

Community Health Councils in Wales provide advocacy support, visit their website for local details

[http://www.wales.nhs.uk/sitesplus/899/h](http://www.wales.nhs.uk/sitesplus/899/home)

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Llais – Gwent Region

Raglan House

6-8 William Brown Close

Llantarnam Business Park

Cwmbran

NP44 3AB

Telephone No: 01633 838516

Meic is the helpline service for children and young people up to the age of 25 in Wales 0808 80 23456

Age Cymru may have advocates in the area. Visit their website or call 0300 303 44 98