**Complaints Policy for Penylan Surgery**

Introduction

At Penylan Surgery, we are committed to providing high-quality healthcare services to our patients. We understand that there may be occasions when patients or their representatives have concerns or complaints about the care or services they have received. This Complaints Policy outlines the procedures for lodging, investigating, and resolving complaints in a timely and sensitive manner.

Purpose

The purpose of this policy is to:

- Provide patients with a clear and accessible process for raising complaints about any aspect of their care or experience at Penylan Surgery.

- Ensure that complaints are handled promptly, fairly, and transparently, with a focus on resolution and improvement.

- Support a culture of openness, accountability, and continuous improvement in our practice.

Principles

Our complaints handling process will be guided by the following principles:

- Accessibility: Patients will have easy access to information about how to make a complaint and will be supported in doing so if needed.

- Fairness: Complaints will be treated seriously and impartially, with respect for the rights and perspectives of all parties involved.

- Confidentiality: Complaints and related information will be handled confidentially, in accordance with data protection laws and confidentiality policies.

- Responsiveness: We will respond to complaints promptly and keep complainants informed of the progress and outcome of their complaint.

- Learning and Improvement: Complaints will be viewed as opportunities to learn, identify areas for improvement, and enhance the quality of our services.

Procedure

a. **Lodging a Complaint**:

- Patients can lodge a complaint verbally, in writing, or via email, to any member of staff or directly to the Practice Manager.

- Complaints may also be made on behalf of a patient by their representative, with the patient's consent.

b. **Acknowledgement and Recording**:

- Upon receiving a complaint, the Practice Manager or designated staff member will acknowledge receipt promptly, usually within three working days.

- Complaints will be recorded in a central complaints register, including details such as the complainant's name, contact information, nature of the complaint, and any relevant dates.

c. **Investigation and Response**:

- The Practice Manager will oversee the investigation of the complaint, gathering relevant information and consulting with involved parties as necessary.

- A written response to the complaint will be provided to the complainant within a reasonable timeframe, typically within 20 working days of receipt of the complaint.

- The response will include an explanation of the findings of the investigation, any actions taken or proposed to address the complaint, and information about next steps if the complainant is not satisfied with the response.

d. **Escalation and Review**:

- If the complainant is dissatisfied with the initial response, they may request a review of the complaint by a senior member of staff. Alternatively, they should contact the Concerns Team at Cardiff and Vale University Health Board ([concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)). If a complainant is still not happy with an outcome they may contact the Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ. Tel: 0845 6010987 or [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

- The Practice Manager will facilitate the review process and ensure that any recommendations or findings are addressed appropriately.

e. **Resolution and Follow-Up**:

- Every effort will be made to resolve complaints to the satisfaction of the complainant, with a focus on addressing their concerns and providing appropriate redress if warranted.

- Following resolution of the complaint, the Practice Manager will ensure that any necessary changes to policies, procedures, or practices are implemented to prevent similar issues from arising in the future.

Support for Complainants

- Penylan Surgery will provide support and assistance to complainants throughout the complaints handling process, including guidance on how to make a complaint, regular updates on the progress of their complaint, and access to advocacy or support services if needed.

Policy Review

This Complaints Policy will be reviewed periodically to ensure its effectiveness, compliance with regulatory requirements, and alignment with best practices in complaints handling.

Contact Information

For questions or concerns regarding this policy, patients can contact:

Penylan Surgery

72-74 Penylan Road

Penylan

Cardiff

CF23 5SY

Tel: 02920 498181

Email: admin.penylan@wales.nhs.uk

Thank you for your cooperation in helping us address and resolve complaints effectively and improve the quality of our services at Penylan Surgery.

Date of Last Review: January 2024