

## Confidentiality

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

## Advocacy support

POhWER support centre can be contacted via 0300 456 2370

Advocacy People gives advocacy support on 0330 440 9000

Age UK on 0800 055 6112

The Local Council can give advice on local advocacy services

Other advocates and links can be found on this PHSO webpage

## Further action

If you are dissatisfied with the outcome of your complaint from either Integrated Care Board (ICB) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank LONDON SW1P 4QP

Tel: 0345 015 4033

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



# Complaints Procedure

Bow and North Tawton Medical Practices  
Iter Cross  
Junction Road  
Bow  
Devon  
EX17 6FB

[www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk)

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bow and North Tawton Medical Practices.

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 concern and they will assist you where possible.

Alternatively, please ask to speak to the Complaints Co-Ordinator. This may be in person, via the telephone or a booked appointment.

## How can I make a complaint?

Complaints can be made verbally, online via our website, or in writing.

The easiest way to share your concerns with us is via the complaints form on our website [www.BowMedicalPractice.co.uk](http://www.BowMedicalPractice.co.uk)

A paper complaints form is available from reception, should you prefer to write to us.

## Time frames for complaints

The NHS 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 Lead will respond to you within ten business days to acknowledge your complaint.

We will aim to investigate in accordance with NHS policy and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

## Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Third party complaints

We allow third parties 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

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint and provide an outcome within six months. If we have been unable to resolve your complaint by this time you have the right to contact the Parliamentary and Health Service Ombudsman.

## How to complain to the NHS

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:

NHS Devon ICB  
Patient Advice and Complaints Team  
NHS Devon  
Aperture House  
Pynes Hill  
Rydon Lane  
Exeter  
Devon  
EX2 5AZ

[d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)