

## Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- Healthwatch North Lincolnshire can be contacted on 01724 844986
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112

## Further action

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

Milbank Tower, Milbank  
LONDON, SW1P 4QP

or

Citygate, Mosley Street  
MANCHESTER, M2 3HQT

Tel: 0345 0345 015 4033

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

Church Lane Medical Centre

1 Orchid Rise

Scunthorpe, DN15 7AN

01724 853838

Email: [nl.b81064@nhs.net](mailto:nl.b81064@nhs.net)

# The Complaints Process

Church Lane Medical Centre





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Church Lane 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 to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to one of the Complaints Managers; Kirstie Hornsey (Deputy Practice Manager) or Faith Woodcock (Practice Manager).

A complaint to the practice can be made either verbally or in writing. A complaints form is available from reception, or you can complete this online via our website:

<https://www.churchlanemcscunthorpe.nhs.uk/your-complaint>.

Alternatively, you can complain via email to [nl.b81064@nhs.net](mailto:nl.b81064@nhs.net).

If for any reason you do not want to speak to a member of our staff or submit a complaint in writing to us, then you can request that the Integrated Care Board investigates your complaint instead. They will contact us on your behalf:

The Experience Team  
Humber and Yorkshire ICB  
Tel: 01482 957750  
Email: [hnyicb.experience@nhs.net](mailto:hnyicb.experience@nhs.net)

## 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.

A Complaints Manager will acknowledge receipt of all 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

Church Lane Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Church Lane Medical Centre 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

Church Lane 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. A third-party patient complaint form is available from reception.

## Final response

Church Lane Medical Centre 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. The Responsible Person for overseeing complaints is Dr T Hussain (Senior Partner).

