

# The Complaints Process

## Further actions

If you are dissatisfied with the outcome of your complaint you can seek further guidance from:

NHS England

PO BOX 16738

Redditch B97 9PT

Tel: 03003 112233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Or alternatively complain to:

Parliamentary Health Service  
Ombudsman

Milbank Tower

Milbank

London SW1P 4QP

Tel: 0345 015 4033

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

Beacon Medical  
Cleethorpes Primary Care Centre, St Hugh's Avenue  
Cleethorpes, DN35 8EB  
Telephone: 01472 691033  
[www.beaconmedical@nhs.net](http://www.beaconmedical@nhs.net)





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Beacon Medical. 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; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the complaints manager, Bronya Glet, Business Manager.

At Beacon Medical the complaints manager is Bronya Glet, Business Manager and they are supported by the responsible officer who is Dr Sanjay Gupta, GP Partner

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to: [nel.b81003@nhs.net](mailto:nel.b81003@nhs.net).

## Timeframes 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 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 complaints

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

## Confidentiality

Beacon Medical 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 complaints

Beacon Medical 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

Beacon Medical 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.