



**Shakespeare Clinic**  
Specialist Medical & Dental Centre

## PATIENT COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the Dentists, Doctors or any of the personnel working in this Clinic, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned, this may be the approach you try first, just ask to speak to our Practice Manager, she will try and resolve your complaint straight away.

Where we are not able to resolve your complaint in this way and you wish to make a formal complaint you should do so, in writing as soon as possible after the event, ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be, within 12 months of the incident, or within 12 months of you discovering the impact of the incident, giving as much detail as you can.

We can provide you with a complaint form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Complaints Manager  
Mrs Janice Potter  
17 Shakespeare Road  
Bedford  
MK40 2DZ

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

We will acknowledge your complaint within 5 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we consider your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

If you are unable to discuss your complaint directly with your provider, you can ask NHS England to consider your concerns

The contact details for NHS England are:

Telephone: 03003112233

Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

Postal Address:

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

This will direct you to a customer contact centre who will deal with your concerns and agree actions to resolve them.

You have the right to approach the Ombudsman at: -

The Parliamentary and Health Service Ombudsman

Millbank Tower

London

SW1P 4QP

Tel: 0345 0154033 Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Or contact the CQC on 03000 616161