

Alternative contacts for complaints

If you do not wish to make your complaint directly to 3VHealthcare Ltd you can make your complaint via the Complaints manager at Derby and Derbyshire CCG:

Complaints Manager
Derby and Derbyshire CCG
1st Floor East
Cardinal Square
10 Nottingham Road
Derby
DE1 3QT

Freephone: 08000323235

Email: DDCCG.Complaints@nhs.net

If you are dissatisfied with the outcome of your complaint you have the right to approach the Health Service Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP

Telephone: 03450154033

Website: www.ombudsman.org.uk



3VHealthcare Ltd

Complaints Procedure





Making a complaint

Most complaints and problems can be resolved quickly and easily with the people concerned, often at the time they arise. In situations where complaints cannot be resolved in this way you may wish to make a formal complaint.

A formal complaint should preferably be made in writing as soon as possible following the event and ideally within a few days. The complaint should give as much detail as possible to help us establish what happened and to enable us to fully investigate any issues. In any event, this should be within 12 months of the incident or within 12 months of you becoming aware of the matter.

If you are a registered patient with 3VHealthcare Ltd you can complain about your own care. You are unable to complain about someone else's treatment without their written consent. Please see the separate section for further guidance on how to complain on behalf of someone else.

We are able to provide you with a separate complaints form to register your complaint and this will include a third-party authority form to enable a complaint to be made by someone else on your behalf. You can request a complaints form by contacting the 3VHealthcare administration team on 01298 600850. Alternatively you can provide details of your complaint in your own format providing this covers all the necessary aspects.

Please send completed complaint's forms or written complaints to:

3VHealthcare Ltd
C/O Chapel Health Centre
Thornbrook Road
Chapel-en-le-frith
High Peak
SK23 0RG

What happens next

Once a complaint has been received we will acknowledge receipt within three working days. We aim to have looked into the matter within 20 working days and may either reply in writing or invite you to meet with the individual(s) involved to attempt to resolve the issue. In the event that we feel the matter is likely to take longer than 20 working days to investigate we will notify you and keep you informed as the investigation progresses.

Where your complaint involves more than one organisation (e.g. a hospital) we will liaise with that organisation so that you receive one coordinated reply. We may need to gain your consent to enable us to do this

When the investigation is complete a final written response will be sent to you. The final response letter will include details of the outcome of your complaint and also your right to escalate the matter further if you are dissatisfied with the response received.

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality in line with General Data Protection Regulations. If you wish to make a complaint and are not the patient involved, we require the written confirmation from the patient concerned that they are unhappy with their treatment and that they give their consent for the complaint to be lodged by a named third-party.

In the event that the patient concerned is unable to provide consent due to illness or injury please provide the precise details of the circumstances in a cover letter.

We are able to provide you with a complaints form to register the complaint and this will include the third-party authority form required to enable the complaint to proceed. You can request a complaints form by contacting the 3VHealthcare administration team on 01298 600850.

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