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| Advocacy support   * [POhWER](https://www.pohwer.net/) Support Centre can be contacted via 0300 456 2370 * [Advocacy People](https://www.theadvocacypeople.org.uk/) gives advocacy support on 0330 440 9000 * [Age UK](https://www.ageuk.org.uk/) on 0800 055 6112 * Local Council can give advice on local advocacy services     Further action    If you are dissatisfied with the outcome of your complaint from either LSC ICB or this organisation then you can escalate your complaint to:  Parliamentary Health Service Ombudsman (PHSO)  Milbank Tower  Milbank  London  SW1P 4QP    Tel: 0345 015 4033  www.ombudsman.org.uk | Ilex View Medical Practice  Rossendale Primary Healthcare Centre  161 Bacup Road,  Rawtenstall,  BB4 7PL  01706 335400,  repeats.rhc@nhs.net | **The Complaints Process**  **Ilex View Medical Practice**  A blue sign on a building  Description automatically generated |

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| A reception desk in a hospital  Description automatically generated  Talk to us  Every patient has the right to make a complaint about the treatment or care they have received at Ilex View Medical Practice.  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 the complaint’s manager, Natalie Huff, Practice Manager.  A complaints form is available from reception. Additionally, you can complain via email to repeats.rhc@nhs.net | If for any reason you do not want to speak to a member of our staff, then you can request that Lancashire and South Cumbria Integrated Care Board investigate your complaint. They will contact  us on your behalf. A complaint can be made verbally or in writing.  0800 032 2424  Phone lines are open 9am-5pm Monday to Friday  [Mlcsu.lscpatientexperience@nhs.net](mailto:Mlcsu.lscpatientexperience@nhs.net)  Lancashire and South Cumbria ICB  Patient experience team  Level 3,  Christ Church Precinct,  County Hall,  Fishergate Hill,  Preston,  PR1 8XB    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.  The complaints manager will acknowledge 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  Ilex View Medical Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.  Confidentiality  Ilex View Medical Practice 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  Ilex View Medical Practice 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  Ilex View Medical Practice will issue a final formal response to all complainants within 30 days which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy. |