

We aim to provide high quality services. However, if you have a complaint or are concerned about the treatment received from the doctors or any of the staff working in this Practice, please let us know either in person, by telephone, email or in writing.

### **How to complain**

We hope that most of the problems can be sorted out easily and quickly, usually at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, please do so as soon as possible (ideally within a few days) as this will help us find out what happened more easily.

Although you should try to make your complaint as soon as possible, we can consider complaints made within 6 months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

If it is clearly unreasonable in the circumstances to make a complaint earlier and where it is still possible to investigate the facts of the case, we can consider extending this time limit.

Complaints should be addressed to the Practice Business Manager or any of the doctors. Alternatively, you may ask for an appointment to discuss your concerns directly.

### **What we shall do**

When a complaint is first received this is referred to as Stage 1 and generally requires a frontline response. Our focus is to respond quickly and try to resolve complaints by reaching a mutually satisfactory outcome. The time allowed for this is 5 working days from the day we receive your complaint. This timeframe may be extended in exceptional circumstances. Stage 1 complaints do not require a written response. However, one may be provided depending on the circumstances.

If your complaint is not resolved at Stage 1 or you remain dissatisfied, we will progress to Stage 2 of the complaints process:

- Timescale is reset and your complaint will be acknowledged within 3 working days.
- A full response will be provided as soon as possible but not later than 20 working days (including the 3 working days to acknowledge your complaint).

In investigating your complaint at either stage, we shall aim to:

- Collect the facts
- Apologise where appropriate
- Identify what we can do to make sure the problem does not happen again.
- Enable you to discuss our response and actions
- Advise you where to seek further advice at that point including external agencies.

### **Complaining on behalf of someone else**

You can also complain on someone else's behalf, although you will need their consent. A signed letter from the patient authorising you to act on their behalf will be required. If it is not possible for the patient to consent, the complaint can be brought by an advocate.

### **Complaining to the NI Public Service**

#### **Ombudsman (NIPSO)**

We hope that, if you have a problem, you will make use of our Practice-based complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If despite this you are dissatisfied with the result of our investigation or you do not feel comfortable speaking to any of our Practice staff, you may bring your complaint to:

NI Public Services Ombudsman  
Progressive House, 33 Wellington Place  
Belfast BT1 6HN  
Tel:028 9023 3821 | Freephone:0800 343424  
Text Phone: 028 9089 7789  
Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)  
[www.nipso.org.uk](http://www.nipso.org.uk)

### **Complaints about Trust staff, Community Services or the building**

Certain professionals such as the Treatment Room nurses, district nurses and health visitors are contracted by South Eastern Health & Social Care Trust and they are responsible for dealing with any complaints relating to these employees.

The building is owned and maintained by the South Eastern Health & Social Care Trust.

Any complaints about Trust staff, Community Services or the building should be addressed to:  
The Complaints Department, South Eastern HSC Trust, Ards Community Hospital, Church Street, Newtownards BT23 4AD, tel: 028 9056 1427, email: [complaints@setrust.hscni.net](mailto:complaints@setrust.hscni.net) .

### **PATIENT COMPLAINT LEAFLET**

**DR RYAN  
&  
PARTNERS**

**IF YOU HAVE A  
COMPLAINT  
ABOUT OUR SERVICES,  
WE WANT TO HEAR FROM YOU**

**Lisburn PCCC  
39 Hillsborough Road  
Lisburn BT28 1JP  
Tel: 028 9260 3111  
Practicemanager.z00230@gp.hscni.net  
[www.drryanpractice.co.uk](http://www.drryanpractice.co.uk)**