

Where to seek help and advice:

Patient Advice and Complaints Team (PACT) for help or advice

NHS Buckingham, Oxfordshire and Berkshire West
Integrated Care Board
Unipart House
Garsington Road
Cowley
OX4 2PG
Email: bobicb.palscomplaints@nhs.net
Telephone number: 0118 982 2720

Under the NHS Complaint Regulations, the person making a complaint can choose to complain either to the service provider e.g. the surgery, or to PACT ICB as the commissioner of the service. You cannot complain to both.

If the surgery or the service provider has already investigated and responded to the complaint, the second stage is the Ombudsman (the PHSO)

Healthwatch Oxfordshire

For help and advice about local services and listen to your views on health and care services in Oxfordshire
hello@healthwatchoxfordshire.co.uk
Telephone 01865 520520

If you are dissatisfied with any outcome 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

Tel No: 0345 0154033

www.ombudsman.org.uk

Please ask at reception if you wish to complete a 'complaints form'.

You can send your written complaint to the address is on the front of this leaflet.

Or you can email cnhc.reception@nhs.net.

Jani Parsons: Complaints Manager

Dr Charlotte Hanan: Complaints Lead

Complaints Procedure



It is our policy to ensure a high standard of service in all aspects of our care. If you have any comments to make about this surgery, this form will give you the information you need about our complaints procedure

June 2025

Making a complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so preferably in writing. Do this as soon as possible after the event, ideally within a few days, giving as much detail as you can, 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 becoming aware of the matter.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. Please see the separate section in this leaflet.

We are able to provide you with a separate complaints 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 authority in your own format providing this covers all the necessary aspects.

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm they have chosen someone else to complain on their behalf. Confidential information disclosed will only be in so far as necessary to answer the complaint.

Please ask at reception for a complaints form, which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

What happens next?

We will acknowledge receipt within three working days. In England, there are no time limits set for responding to a complaint but we aim to have looked into the matter within 28 working days. However investigation of your complaint may take longer depending on the complexity. If a response is going to take longer we will make contact to explain the delay. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. When looking into a complaint we attempt to see what happened and why, to see if there is anything we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so. When the investigation is complete, a final response will be sent to you.

If your complaint involves more than one organisation (e.g. social services) we may liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. If your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to be dealt with. The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the outcome.