

 Complaints Process

**Talk To Us**

* Every patient has the right to make a complaint about the treatment or care they have received at Rumney Primary Care Centre.
* We take complaints extremely seriously and recognise that we may not always get everything right. By telling us about any problem you have encountered, this will help us 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, or alternatively, ask to speak to the Practice Manager, Kim Came or Assistant Practice Manager, Janine Bates. They can be both contacted via the Administration no: 029 2079 9169
* A complaint can be made verbally, in writing or via email to kim.came@wales.nhs.uk; janine.bates@wales.nhs.uk or info.rpcc@wales.nhs.uk.
* If for any reason you do not want to speak to a member of our staff, then you can request that the Local Health Board investigates your complaint. They will then contact us on your behalf, asking us to investigate your complaint. Generally, the Local Health Board will decline to look into a complaint until the Practice has had the opportunity to carry out its own investigation
* If you would like to speak to the Local Health Board about a complaint, please call 02921 836318 during office hours and ask to speak with a member of the Concerns Team. Alternatively, e-mail the team at: concerns@wales.nhs.uk or write to Concerns team, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4TT.

**Time Frames For Complaints**

* The time constraint on bringing a complaint is 12 months from the incident that gave rise to the complaint, or 12 months from the time you become aware of the incident.
* The Practice Manager will endeavour to acknowledge a complaint within 2 working days.
* We will aim to fully investigate your complaint and provide you with our findings within 30 working days from the date of receipt of your complaint
* We will try to provide regular updates regarding the investigation of your complaint.
* Should there be an unavoidable delay in responding to you, we will inform you of this within 30 working days with an explanation of the reason for the delay and a new expected time frame

**Investigating Complaints**

* Rumney Primary Care Centre aims to investigate all complaints efficiently, effectively and in conjunction with existing legislation and guidelines

**Confidentiality**

* Rumney Primary Care Centre will ensure that all complaints are investigated with the utmost confidentiality and that complaints documents are held separately from the patient’s healthcare record.

**Third Party Complaints**

* Rumney Primary Care Centre allows a third party to make a complaint on behalf of a patient. The patient must, however, provide written consent for them to do so.

**Final Response**

* Rumney Primary Care Centre will issue a final response to all complainants which will provide full details regarding the nature of the investigation into the complaint and our formal response to it

**Advocacy Support**

* Llais provide advocacy support. Please visit their website for local details: <http://www.llaiswales.org> or telephone: 02920 750112
* [Meic](https://www.meiccymru.org/) is the helpline service for children and young people up to the age of 25 in Wales. Please visit their website for local details: [www.meiccymru.org](http://www.meiccymru.org) or telephone: 0808 80 23456
* Age Cymru may have advocates in the area. Please visit their website for local details: www.agecymru.wales or telephone: 029 2043 1555

**Further Action**

* If you are dissatisfied with the outcome of the investigation into your complaint, you can escalate your complaint to the Public Services Ombudsman for Wales. The Ombudsman will normally decline to look into a complaint until the Practice has had the opportunity to carry out its own investigation
* Contact Details for Public Services Ombudsman for Wales
* Tel 0300 790 0203
* ask@ombudsman-wales.org.uk