



# Comments, complaints and suggestions

We aim to provide the highest level of care for all of our patients, all of the time. We're always open to ideas and suggestions on how we can make our services better for the people we look after.

## Help us to get it right

Please let us know when you think we have done something well or if you have any suggestions for how we can do better using the contact details at the end of this leaflet.

## Making a complaint

Please let us know when you think we have done something well or if you have any suggestions for how we can do better using the contact details at the end of this leaflet.

If you have any complaints or concerns about the services that you have received, please get in touch as soon as possible.

We hope that most problems can be sorted out quickly and easily, ideally when they happen and with the person concerned. If, however, your problem cannot be resolved in this way and you wish to make a formal complaint,

please let us know as soon as possible because this will help us more easily establish what happened.

Our Head of Operations investigates any complaints. They will explain the process to you and make sure that your concerns are dealt with promptly. You can make your complaint:

**In person** – by calling 01865 788 885 and asking to speak to our Head of Operations.

**In writing** – some complaints may be easier to explain in writing. Please give us as much information as you can and send your letter (for the attention of the Head of Operations) to either:

[oxfed.admin@nhs.net](mailto:oxfed.admin@nhs.net) or

Head of Operations, OxFed Ltd.  
Hollow Way Medical Centre,  
Cowley, Oxford, OX4 2NB

## What we will do

Our complaints procedure is designed to make sure we resolve any complaints as quickly as possible.

We will acknowledge your complaint within two working days and aim to have looked into your complaint within 28 working days of the date we receive it. We will then be in a position to offer you an explanation and discuss the actions we have taken as a result.

When we look into your complaint, we will aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will usually be needed.

## What you can do next

We hope that, if you have a problem, you will use our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our service.

However, if you feel you cannot raise your complaint with us, or if you are dissatisfied with the way we are dealing with your complaint you have the right to contact NHS England. NHS England handles primary care complaints (e.g. those related to GP or dental services). Their contact details are:

NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT.  
0300 3 11 22 33  
nhscommissioningboard@hscic.gov.uk

You can also get independent help from the NHS Complaints Advocacy Service for Oxfordshire, also known as SEAP (Support Empower Advocate Promote).  
0300 343 5718  
oxfordshire@seap.org.uk

If you remain unhappy with the way the complaint was investigated you can take it to the Parliamentary and Health Service Ombudsman. Their address is:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.  
0345 015 4033  
Phso.enquiries@ombudsman.org.uk