

## If you are Dissatisfied with the Outcome

You may also approach Signposting for help or advice;

The Signposting Service provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

Signposting

Tel: 0300 003 2125

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 0154033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Complaints Lead is:

Vannessa Robinson  
One Health Lewisham  
Marvels Lane Clinic  
37 Marvels Lane  
London  
SE12 9PN

Tel: 020 3640 2113  
Email: [ohl.admin@nhs.net](mailto:ohl.admin@nhs.net)



# Making a Complaint

## Making a Complaint

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

In any event, your complaint should be resolved within 12 months of the incident.

You can complain about your own care but you are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint. This includes a form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own words providing this covers all the necessary aspects.

Where you are not able to resolve your complaint in this way and/or wish to make a formal complaint, you may do so by:

- Ask to discuss the problem with our Complaints Lead.
- Using the following email, write to us as soon as possible after the event:  
ohl.admin@nhs.net

### Send your written complaint to:

Vannessa Robinson

Business Support Manager

Policies/2019/COR020

## What we do next

We look to settle complaints as soon as possible.

Within 3 working days after receipt of the complaint, we will send an acknowledgement receipt of a written complaint, confirming receipt, saying that a further response will be sent and aim to have looked into the matter within 10 working days. 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. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, if there is something we can learn, and make it possible for you to discuss the issue with those involved; if you would like to do so.

Often a complaint can be constructive, allowing us to change our systems. We may use your complaint, with your name removed, to help teach and train staff to prevent further difficulties.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g., social services), we will liaise with that organisation to ensure that you receive a coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to a different organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to take the matter further if you remain dissatisfied with the response.

## 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 that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a section 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 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.