

Compliments, Complaints and Suggestions

Making a comment or suggestion

If you have a compliment, comment or suggestion regarding our service please fill in a feedback form, available online (<https://www.dmchealthcare.co.uk/feedback/>) and we will do our best to address your concerns.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for Community Services, please let us know.

We hope that most problems can be sorted out easily and quickly, often 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, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Within 12 months of the incident that caused the problem; or discovering that there was a problem.

If the interval is longer than 12 months we may, at our discretion, investigate the complaint, but you must be aware that it might not be possible to give a detailed response.

The Admin Team Leader or the Service Manager will be pleased to deal with any complaint.

They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

- On the phone – ask to speak to the Admin Team Leader or Service Manager.
- In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to as soon as possible. Our address is: DMC Community Services, Iwade Health Centre, 1 Monins Road, Sittingbourne, Kent, ME9 8TY.
- Via email – please send your email to dmc.feedback@nhs.net

What we shall do

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

We shall acknowledge your complaint within 3 working days and will give you a timescale of

when you can expect a response to your complaint. This will usually be within four weeks of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall 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

Please note that 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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our service 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 practice.

Telephone: 0207 635 1013

Email: dmc.feedback@nhs.net

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services.

You can contact them on 0345 015 4033 or write to them at:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
www.ombudsman.org.uk

Help us get it right. We are constantly trying to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

