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| **COMMISCEO PRIMARY CARE SOLUTIONS****COMPLAINTS PROCEDURE** |  |

**Complaints Policy**

Commisceo Primary Care Solutions is committed to providing a high quality safe service to our clients. We take all complaints and concerns extremely seriously and if you do not receive satisfaction from our service, then you need to tell us in order to help us improve our standards.

**Complaints Procedure**

If you have a complaint or issues pertaining to the service, then please contact:

Service Manager

Commisceo Primary Care Solutions

Suite seven, The Skyline Plaza Business Centre

45 Victoria Avenue

Southend-On-Sea

Essex

SS2 6BB

**Contact number:** 01702 742172
**Email:** special.allocation@nhs.net

**Website:** [www.specialallocationservice.co.uk](http://www.specialallocationservice.co.uk/)

1. We will acknowledge your complaint in writing within 10 working days (if not sooner) of receiving your complaint. You will be requested you provide the details of your complaint and will be informed of the individual dealing with your complaint. They will also be your point of contact.

2. We will record your complaint in our central register within a working day of having received it and will inform you of what will happen next. You can expect to receive our acknowledgement letter within 2-5 days of your reply.

3. We will then start to investigate your complaint. This will normally involve the following steps;

1. We may ask the member of staff who dealt with you to reply to your complaint within working 5 days of our request.
2. We will then examine the member of staff’s reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 5 working days from receiving their reply.
3. We will then invite you to meet the member of staff concerned to discuss and hopefully resolve your complaint.
4. Within 5 working days of the meeting we will write to you to confirm what took place, lessons learnt, solutions identified and implemented to ensure it does not happen again.

4. Should you not wish to meet with the concerned member of staff for any reason, we will send you

a detailed reply to your complaint.

1. This will include the staff members response, and suggestions for resolving the matter. We intend to accomplish this within 5 working days of completing the investigation.
2. At this stage, if you are still not satisfied you can write to us again, and the Medical Director will review our decision again within 10 working days of receipt of your letter.
3. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.
4. If we must change any of the time scales above, we will inform you and explain the reasons in writing.
5. Should you remain unsatisfied with the outcome, then you can contact your local Healthwatch team or the Parliamentary and Health Service Ombudsman with regards to your complaint. The addresses and contact details are mentioned below:

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| The Parliamentary and Health ServiceOmbudsmanMillbank Tower30 MillbankLondonSW1P 4QP🕿 0345 0154033[www.ombudsman.org.uk](http://www.ombudsman.org.uk) Commisceo Primary Care SolutionsSuite seven, The Skyline Plaza Business Centre45 Victoria Avenue, Southend On SeaEssex, SS2 6BB**Contact number:** 01702 742172 **Email:** special.allocation@nhs.net | Healthwatch SouthendCentre Place15 Prospect CloseSouthend-on-SeaEssexSS1 2JB🕿 **01702 416320**healthwatchsouthend@family-action.org.uk |

Patient liaison advisory service

Southend University Hospital NHS Foundation Trust
Prittlewell Chase
Westcliff on Sea
Essex

SS0 0RY

🕿01702 385333

PALS@southend.nhs.uk