



How to Make a Complaint

This guide explains what to do if you want to make a complaint or tell us about your experiences when you have used our service.



Your views matter

At Devon Doctors we do everything we can to make sure the service you receive from us is the very best it can be.

There might be times when you feel that the service you had was not as good as you feel it could have been.

When this happens we look into what went wrong and make sure we learn lessons from your experiences.

Who can make a complaint?

Anyone can make a complaint about Devon Doctors.



If you are not the patient we will need to ask for the patients' permission to talk to you about the complaint.

Types of feedback

There are 3 different ways you can give us your feedback:



- A formal complaint
- Informal concerns
- Positive comments

Formal Complaints

A formal complaint is the official way of giving us your feedback.

If you think you might need help in making your complaint you can contact:

NHS (National Health Service) Complaints Advocacy Service:

Their address is:

NHS Complaints Advocacy Service
PO Box 375
Hastings TN34 9HU

Their telephone number is: 0300 343 5730

Their email address is: info@seap.org.uk



You can also contact the Patient Advisory and Liaison Service (PALS) by telephoning 0300 123 1672

If we have tried to settle your complaint but you are not happy with the answers we gave you can ask the Health Service Ombudsman to look again at your complaint.

You can contact them by writing to:



The Parliamentary and Health
Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Or you can telephone them on:
0345 015 4033

Informal concerns

Making an 'informal concern' means that you can tell us about your experiences without making an official complaint.

Positive comments



If you feel that the service you had from Devon Doctors was very good we would love to hear about it.

We always let the staff involved in your care know about any good comments.

Contact us

To make a complaint or tell us about your experiences you can:



Write to us at this address:

**The Head of Governance
Devon Doctors
PO Box 524
EX1 9EE**

Send an email to:

ddocs.patientfeedback@nhs.net



Telephone us on: **01392 822340**

All telephone calls to and from Devon Doctors are recorded so that we can use the recordings to look into complaints and to help train our staff.

What happens to your complaints and feedback?



- We will let you know that we have received your complaint within 3 days.
- We will give you the name of a member of staff to contact if you have any questions whilst we look into your complaint.
- We will talk to everyone involved in your care and get all the information we need to look into your complaint.



- Our senior staff and the Medical Director (who is a local doctor) will also look at your complaint.
- We will talk to you about how our investigations are going whilst we look into your complaint.
- We will reply to your complaint within a reasonable length of time.
- Our aim is to answer all of the concerns you tell us about honestly and make sure that if we need to, we learn from your experiences.