

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that **IVY GROVE SURGERY** keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A consent form signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following 2 bodies:

NHS England

Write to:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33
or email: england.contactus@nhs.net

Cloverleaf Advocacy

Email: referrals@cloverleaf-advocacy.co.uk

Write to:

Cloverleaf Advocacy
5th floor Empire House
Dewsbury
WF12 8DJ
Tel: 01924 454875

OMBUDSMAN and the CARE QUALITY COMMISSION

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can write to them at:

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

Or you can call the Ombudsman's Complaints Helpline on 0345 015 4033

You can email them at:

phso.enquiries@ombudsman.org.uk

Web site: <http://www.ombudsman.org.uk>

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

IVY GROVE SURGERY

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr A Wong
Dr L Axten
Dr S Francis
Dr R Greer
Dr V Neely

Please Take a Copy

(Revised 26/02/26)

