

## Advocacy Support

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- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services

## Further action

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If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to:

Parliamentary Health Service  
Ombudsman (PHSO)  
Milbank Tower  
Milbank  
London  
SW1P 4QP

Tel: 0345 015 4033  
Www.ombudsman.org.uk

# BUXTED, EAST HOATHLY AND MANOR OAK SURGERIES

**BUXTED**  
Framfield Road  
TN22 5FD

**EAST HOATHLY**  
Juziers Drive  
BN8 6 AE

**MANOR OAK**  
Horebeech Lane  
Horam, TN21 0DS

01825 732 333

## The complaints process

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Buxted, East Hoathly and Manor Oak  
Medical Centre ['the Practice']



01825 732 333

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Sxicb-esx.buxted@nhs.net

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## Talk to us

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Every patient has the right to make a complaint about the treatment or care they have received at the Practice.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our service and patient experience.

## Who to talk to

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Most complaints can be resolved at a local level. Please speak to a member of the team if you have a complaint; our staff are trained to handle complaints. Alternatively ask to speak to the Operations Manager, Martha Newman.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally you can complaint via email to

[sxicb-esx.buxted@nhs.net](mailto:sxicb-esx.buxted@nhs.net)

If for any reason you do not want to speak to a member of our staff, you can request that the commissioner of the service investigates your complaint. They will contact us on your behalf:

NHS Sussex  
Sackville House  
Brooks Close  
Lewes  
BN7 2FZ  
0300 140 9854  
[Sxicb.complaints@nhs.net](mailto:Sxicb.complaints@nhs.net)

## Time frames for complaints

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The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The practice will acknowledge all complaints within three business days.

We will investigate and provide you with the findings as soon as we can. With complaints that require investigation this could take up to 6 months. We will aim to provide regular updates regarding the investigation of your complaint where there is a delay.

## Investigating complaints

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The Practice will investigate all complaints effectively and in conjunction with existing legislation and guidance.

## Confidentiality

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The Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

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The Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third party complaint form is available from reception.

## Final response

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The Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.