

## Further action

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) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP  
or  
Citygate, Mosley Street  
MANCHESTER  
M2 3HQ

Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Longfield Medical Centre

### The Complaints Process



Longfield Medical Centre  
Princes Road  
Maldon  
CM9 5DF  
01621 876433

<https://www.longfieldmedicalcentre.nhs.uk/>  
[longfieldmc@nhs.net](mailto:longfieldmc@nhs.net)

## Talk to us

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

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 services and patient experience.

## Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Complaint's Manager, who is the Practice Manager.

All formal complaints must be made in writing. A complaints form is available from Reception. Additionally, you can complain via email to [longfieldmc@nhs.net](mailto:longfieldmc@nhs.net)

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

NHS England  
PO BOX 16738  
Redditch  
B97 9PT

03003 112233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Time frames for complaints

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 Complaints Manager will acknowledge all complaints within seven business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating Complaints

Longfield Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Longfield Medical Centre 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

Longfield Medical Centre 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 patient complaint form is available from Reception.

## Final Response

Longfield Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.