

## Advocacy support

- [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

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](http://www.ombudsman.org.uk)

Penn Surgery  
2a Coalway Road  
Penn, Wolverhampton. WV3 7LR  
01902 333408

# The Complaints Process

Penn Surgery



## Let the Practice Know

Penn Surgery are always looking for ways to improve the services it offers to patients. To do this effectively the practice needs to know what you think about the services you receive. Tell us what we do best, where we do not meet your expectations or any ideas or suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service we offer.

## Talk to us

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

A complaint can be made verbally or in writing. A complaints form is available from reception

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:

**Telephone:** 0300 0120 281

**Email:** [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)

**Writing to us at:** Time2Talk, NHS Black Country Integrated Care Board (ICB)  
Civic Centre, St Peter's Square,  
Wolverhampton, WV1 1SH

## 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 respond to all complaints within three 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

Penn Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Penn Surgery 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

Penn Surgery 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

Penn Surgery 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.