**Introduction**

Wye Dean Practice operates a complaints procedure in accordance with the NHS (Concerns, Complaints and Redress arrangements) (Wales) Regulations 2011, known as **‘Putting Things Right’** and this information leaflet offers guidance on the most effective way to make your complaint.

Patients sometimes feel the need to comment on the service provided by the practice and it is hoped that by following the guidance in this leaflet any concerns may be resolved at practice level to the satisfaction of all involved.

**Who should I complain to?**

The aim of **Putting Things Right** is to resolve concerns through local resolution and therefore you should in the first instance take the matter up directly with the Practice Manager. If you feel unable to deal directly with the Practice, you may contact Aneurin Bevan Health Board. – In which case the Health Board will investigate your complaint instead of the practice.

**What are the time limits for making a complaint?**

It is best to talk to someone about your concern as soon as possible after the problem happened. However we can investigate your concern within twelve months from the date the problem occurred or, if later, within twelve months of the date that you became aware of a problem. If a longer time has passed but there are good reasons for the delay, we may still be able to deal with your concern.

**How should I make my complaint?**

You can raise a concern in a variety of ways:

* Verbally (by contacting the Practice Manager on the telephone or in person)
* In writing (by writing to the Practice Manager setting out your concerns and stating what you would like to see happen as a result of making your complaint, for example an apology and/or an explanation).

**Who can help me make my complaint?**

You may want to ask someone else to complain on your behalf in which case you will need to provide your consent for that person to make your complaint for you.

You can also contact the Community Health Council who employ complaints advocates to support the public through the NHS complaints procedure.

**What will happen when I make my complaint?**

You will receive a written acknowledgement within 2 working days. The Practice Manager will investigate your complaint to find out what happened. If you would like to talk through your complaint with those concerned, ask for a meeting. You can also ask to see your health records.

Your complaint will be dealt with in confidence and will only be discussed with those who need to know. You or your family will not be penalised and your health care will not be affected by making a complaint.

You will receive a written response within 30 working days. If this is not possible you will be advised of the reason for the delay. This process is called local resolution and is the first stage in the NHS complaints procedure.

**What if I am not happy with the local resolution?**

If you have received a response from the Practice and remain dissatisfied you have the right to contact the Public Services Ombudsman for Wales. Their details can be found at the end of this leaflet.

**Public Services Ombudsman for Wales**

If you are not happy with the way your complaint has been dealt with you can write to the Ombudsman.

However the Ombudsman will not normally become involved unless you have used both stages of the NHS complaints procedure.

**CONTACTS**

**The Practice Manager**

Wye Dean Practice

The Old Police Station

Tintern

Monmouthshire

NP16 6SE

Tel: 01291 689355

**Chief Executive**

Aneurin Bevan University Health Board

St Cadoc’s Hospital

Lodge Road, Caerleon

Newport NP18 3XQ

Tel: 01495 745 656

Email: puttingthingsright@abhb.wales.nhs.uk

**Aneurin Bevan Community Health Council**

Raglan House, 6 -8 William Brown Close

Llantarnam Business Park

Cwmbran NP44 3AB

Tel: 01633 838516

Email: enquiries.aneurinbevanchc@waleschc.org.uk

**Find your local Citizens Advice Bureau by contacting**

Tel: 0844 477 2020

www.adviceguide.org.uk/wales

**Public Services Ombudsman for Wales**

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0845 601 0987

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**WYE DEAN PRACTICE**

**TINTERN**

**Dr E.F. Colter**

**Wye Dean Practice**

**The Old Police Station**

**Tintern**

**Monmouthshire**

**NP16 6SE**

**Tel: 01291 689355**