

# NHS complaint process

## Thinking points:

What are you concerned or dissatisfied about?

What do you want to achieve if you complain?

**TIP: Keep copies of any communication you have with the body you are complaining about.**

**For example- take notes of telephone conversations, time of the call and the name and role of the person you spoke to.**

## Time limits for making a complaint:

12 months from the date the incident happened or 12 months from you realising you have concerns.

The NHS has discretion to look into complaints if over this 12 month time limit.

## Stages of making a complaint:

- Local resolution process
- Speak to the NHS provider to address your concerns.
- If not resolved, send a complaint letter to the NHS provider you are raising your concerns about.

**TIP: Make sure you include your full name/address/NHS number and contact details on the complaint letter.**

- Receive a response to your complaint letter, they may offer you a meeting at this stage to discuss and address your concerns.
- This response letter may resolve your concerns, if not you can go back to them raising your dissatisfaction with the response.
- Once the local resolution process is complete, and you are not satisfied with the responses you received then you can then refer the complaint to the PHSO.

## Accessing your medical records:

You have a legal right to access your medical record under the Data Protection Act 1998. It may take up to 40 days for you to receive your medical records after you request them, and there may be a charge for your medical records to be released.

You can seek guidance from the template to request your medical records.