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**Complaints**

**August 2018**

**Introduction**

Doncaster LMC welcome and value your comments and suggestions on the service you receive to help to make improvements.

We aim to provide the best service we can but realise that this may not be possible in all instances. Where you feel that our service has not met your need we encourage you to speak to an Executive Officer of the Committee in the first instance.

Dr Rumit Shah Chair

Dr Kevin Lee Vice Chair and Treasurer

Dr Dean Eggitt Chief Executive Officer

Mrs Jane Torn Executive Officer

The Executive Team can be contacted on 01302 531223

Your rights

* to tell us how you feel without fear of recourse
* to have your complaint dealt with in a timely manner
* to be treated professionally
* to have your complaint handled in confidence
* to have your protected characteristics respected

To submit a formal complaint, please write to

Dr Rumit Shah

Doncaster Local Medical Committee

Masham Road

Doncaster

DN4 6BU

All formal complaints will be retained for learning and legal purposes.

* The Chair will be the designated complaints manager.
  + Complaints can be raised to any member of the Executive team.
  + The Chair may appoint another suitable member of the Executive team to handle the complaint.
* Verbal complaints should attempt to be resolved informally within 24 hours.
  + Where this is successful, the verbal complaint will not follow the formal complaint procedure.

**How your complaint will be managed**

* Doncaster LMC will acknowledge receipt of the complaint within 3 working days (Please see appendix 1)
  + The acknowledgement will include the offer of verbal resolution.
  + Where the complaint is complicated, the receipt may request an extension for an investigation to take place.
* The Chair will appoint an Investigating Officer to look into the details of the complaint.
* The Investigating Officer will provide the Chair with a written report of his or her findings.
* The Chair will make a judgement as to the outcome of the investigation
* The Chair will decide upon sanctions to be taken, if any, as a result of the investigation.
* The Chair will respond to the complainant.
  + A written response will be provided to the complainant within 25 working days.
  + The response will include
    - Outcome of the investigation
    - Learning
    - Actions taken as a consequence of the learning
    - Right of appeal

**APPENDIX 1 - Receipt of complaint**

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**Oakwood Surgery, Masham Road, Cantley, Doncaster DN4 6BU**

**Tel:  01302 531223**

**Chair Dr R Shah Treasurer Dr K Lee CEO Dr D Eggitt**

**Executive Officer Jane Torn**

**Email office@doncasterlmc.co.uk**

**www.doncasterlmc.co.uk**

**DATE**

RE Complaint

Dear **xxxx**

Thank you for your letter dated **xxxx** sharing your concerns about Doncaster LMC which we received on **xxxx**. We take feedback about our service seriously and would like to thank you for helping us improve the service we offer.

Your rights

* to tell us how you feel without fear of recourse
* to have your complaint dealt with in a timely manner
* to be treated professionally
* to have your complaint handled in confidence
* to have your protected characteristics respected

In this first instance, we would like to offer the chance to resolve your complaint by talking to a member of our Executive Team. Without a request to resolve this matter verbally we will begin the formal complaint procedure. If we follow the formal complaint procedure we will write to you again within 25 working days of receipt of your complaint with the outcome of our investigation.

If you would like to take up the offer of informal resolution by speaking to a member of our Executive Team, please email [office@doncasterlmc.co.uk](mailto:office@doncasterlmc.co.uk) with your preferred contact details with 7 days of the date of this letter.

Yours Sincerely,

Dr Rumit Shah

Doncaster LMC Chair

**APPENDIX 2 - Outcome letter**

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**Oakwood Surgery, Masham Road, Cantley, Doncaster DN4 6BU**

**Tel:  01302 531223**

**Chair Dr R Shah Treasurer Dr K Lee CEO Dr D Eggitt**

**Executive Officer Jane Torn**

**Email office@doncasterlmc.co.uk**

**www.doncasterlmc.co.uk**

**DATE**

RE Complaint

Dear **xxxx**

Doncaster LMC has now concluded the investigating into your complaint dated **xxxx**.

The appointment Investigating Officer for this complaint was **xxxx**.

Your complaint was **not / upheld.**

During this investigation we learned, **xxxx**

The action taken following the conclusion of the investigation was **xxxx.**

We hope the outcome is to your approval.

If you would like to appeal against the outcome of this investigation, please contact me in writing at the address above within 7 days of the date of this letter. After such time we will regard the complaint as closed.

Yours Sincerely,

Dr Rumit Shah

Doncaster LMC Chair