

Further action

If you are dissatisfied with the outcome of your complaint, you can seek further guidance from:

NHS England

PO BOX 16738

Redditch

B97 9PT

Tel: 03003 112233

enqland.contactus@nhs.net

or alternatively:

Parliamentary Health Service Ombudsman (PHSO)

Milbank Tower,

Milbank

LONDON

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

Channel View Medical Group

3 Courtenay Place

Teignmouth, Devon, TQ148AJ

01626 774656,

enquiries.channelview@nhs.net

www.channelviewmedicalgroup.nhs.net

The Complaints Process



Channel View
Medical Group



NHS Foundation Trust





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Channel View Medical Group.

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 a Manager.

**At Channel View Medical Group, the Complaints Manager is :
Sharon Middleton, Operations Manager,
and they are supported by the Responsible Officer who is:
Dr Victoria Melliush.**

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

A complaint can be made verbally or in writing. You can send your complaint via email to enquiries.channelview@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 three business days.

We will endeavour to conduct a full and thorough investigation in the shortest time possible. We aim to respond within 28 days. If for whatever reason, the investigation is likely to exceed this timescale dependent on the nature of the complaint. We will however, contact you and update you with all the progress to date.

Investigating complaints

Channel View Medical Group will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Channel View Medical Group 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

Channel View Medical Group allows a third party to make a complaint on behalf of a patient. The patient must provide written/signed consent for them to do so.

Final response

Channel View Medical Group 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.