

# The Complaints Process

North Clacton  
Medical Group



**NORTH CLACTON MEDICAL GROUP**  
5,7-8 Crusader Business Park,  
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CO15 4TN  
Telephone Number: 01255 688884  
[www.ncmghealth.co.uk](http://www.ncmghealth.co.uk)



**Complaints  
Leaflet**

## Talk to Us

Every patient has the right to make a complaint about the treatment or care they have received at the North Clacton 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 the Complaint's Manager.

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:

Integrated Care Board (ICB)  
Aspen House, Severalls Business Park,  
Stephenson Road, Highwoods,  
Colchester CO4 9QR

### Hours:

**Open** · 9am to 3.45 Mon to Fri

**Closes** 5 pm and Bank Holidays

**Phone:** 01473 770000

Email: [sneeicb-nee.enquiries@nhs.net](mailto:sneeicb-nee.enquiries@nhs.net)

**FreePhone:** 0800 389 6819

Website:

<https://suffolkandnortheastsex.icb.nhs.uk/have-your-say/patient-advice-and-liaison-service-pals/>

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to

[ncmg.admin@nhs.net](mailto:ncmg.admin@nhs.net)

## Timescales

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 a complaint 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 a Complaint

North Clacton Medical Group will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

North Clacton 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

North Clacton Medical Group 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

North Clacton 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.

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)