

## Advocacy Support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy people](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- [Local Council](#) can give advice on local advocacy services
- [Healthwatch Dorset](#) on 0300 1110 102
- Other advocates and links can be found on this: [PHSO webpage](#)

## Further Action

If you are dissatisfied with the outcome of your complaint from either NHS Dorset or this organisation, then you can escalate your complaint to:

Parliamentary Health Service  
ombudsman (PHSO)  
Milbank Tower  
London, SW1P 4QP

**Tel: 0345 015 4033**

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

Southbourne Surgery  
17 Beaufort Road  
Bournemouth  
BH6 5BF  
01202 427 878

# Complaints Procedure

## SOUTHBOURNE SURGERY

Southbourne Surgery

17 Beaufort Road

Bournemouth

BH6 5BF

**01202 427 878**

## Talk to Us

Every patient has the right to make a complaint about the treatment or care they have received at Southbourne Surgery.

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 issues can be resolved at a local level, often at the time they happen. Please speak to a member of staff if you have a concern and they will assist you where possible.

Alternatively, please ask to speak to the Complaints Manager, Mr Tim Wheeler.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS Dorset investigates your complaint. They will contact us on your behalf:

NHS Dorset Customer Complaints Team

Vespasian House, Barrack Road  
Dorchester, Dorset  
DT1 1TG

Direct tel: 01305 368 926

Email: [customer.careteam@nhsdorset.nhs.uk](mailto:customer.careteam@nhsdorset.nhs.uk)

## How to make a complaint

A complaint can be made verbally or in writing. If you submit a written complaint, please ensure you include your full name, date of birth and details of the incident including dates, times and persons involved. Additionally, you can complain via email to [surgery.southbourne@nhs.net](mailto:surgery.southbourne@nhs.net)

## Time Frames for Complaints

It is best to make a complaint within a few days of the incident while events are still fresh in your mind. This makes it easier to confirm what happened and gather appropriate information.

If that is not possible 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.

## What happens next?

The Complaints Manager will acknowledge your complaint within three working days.

We will aim to investigate and provide you with the findings within thirty working days. If for any reason this is not possible, we will provide regular updates regarding the investigation of your complaint.

## Investigating Complaints

We will investigate all complaints effectively and in conjunction with current legislation and guidance. We will look at what happened and why, how we can help resolve the issue and what we can learn.

## Confidentiality

Southbourne Surgery will ensure all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third Party Complaints

Southbourne Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

## Final Response

Southbourne Surgery will issue a final formal response to all complainants, which will provide full details and the outcome of the complaint.