



## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at The Practice of Health.

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, Cleona Jones, Practice Manager.

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

Contact details for Cardiff and Vale University Health Board. Tel 02920 747747 Fax 02921 836130 Email [Cav.primarycare@wales.nhs.uk](mailto:Cav.primarycare@wales.nhs.uk)

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [Data.W97611@wales.nhs.uk](mailto:Data.W97611@wales.nhs.uk)

## Time frames for making a complaint

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 respond to all complaints 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 complaints

The Practice of Health will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

The Practice of Health 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

The Practice of Health 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

The Practice of Health will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.

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## Advocacy support

LLAIS The Citizens Voice Body provide advocacy support, visit their website for local details <http://www.llaiswales.org>

Meic is the helpline service for children and young people up to the age of 25 in Wales 0808 80 23456

Age UK may have advocates in the area. Visit their website or call 0800 055 6112

## Further action

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

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

Tel 0300 790 0203 or email [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

The Practice of Health  
31 Barry Road. Barry. CF63 1BA  
Tel 01446 700350 Email [Data.W97611@wales.nhs.uk](mailto:Data.W97611@wales.nhs.uk)

# The Concerns Process

The Practice of Health

