

## The NHS Complaints Procedure

Occasionally medical care and treatment you receive may go wrong and you may want to complain. Every NHS organisation has a complaints procedure.

### What are my rights?

You have the right to make a complaint about any aspect of NHS treatment you have received or been refused using the NHS complaints procedure, to have your complaint investigated and be given a full and prompt reply.

### Why should I complain?

The Complaints procedure is available for patients who are unhappy with their medical treatment and who want an explanation, reassurance and perhaps an apology.

The procedure is not designed or able to give compensation to patients. But it is a useful way to find out more information to help you to come to terms with an event, or to help you decide whether you should take further action.

### When should you complain?

Complaints should be made as soon as possible, normally within 12 months of the date of the incident you are complaining about or as soon as you first became aware of the problem. However, contact us if you were unable to make a complaint during this timeframe as we may still be able to help.

### How do I make my complaint?

Obtain a copy of the practice or hospital concerned complaints procedure either in person or check their website. In all cases the first stage of the procedure is to make a complaint to the practitioner or organisation concerned. This first stage is called Local Resolution. If you prefer, you can raise the matter with your local PCT (from April 2013 this will be the relevant commissioning body). If you are still unhappy, you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government.

### Why do I need a Solicitor?

You can make the complaint yourself directly to your practice or hospital but if you wish someone to help you with this our team at Simpson Millar have the expertise to guide you through the complaints process and can help you get the answers you need and deserve.

### Medical Negligence Claims

It is not necessary to make a formal complaint to the hospital, trust or practice concerned in order to pursue a claim for medical negligence.

Should you decide that you wish to seek compensation for the problems you have encountered we are here to help you and we will gather as much information as possible and then carry out a full investigation before advising you on the chances of winning your medical negligence case and securing compensation.

**Call us on 0800 195 8464 or  
email: [medicalmistakes@simpsonmillar.co.uk](mailto:medicalmistakes@simpsonmillar.co.uk)**