Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- SeAp Advocacy gives advocacy support on 0330 440 9000
- Age UK on 01273 476704

Further actions

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

Public Service Ombudsman
City Gate
51 Mosley Street
Manchester
M2 3HQ

Tel: 0345 015 4033
www.ombudsman.org.uk

The Station Practice

Station Plaza Health Centre

Hastings, East Sussex TN34 1BA

01424 464756

The Complaints Process

The Station Practice



Talk to us

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

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

If you wish to make a complaint please inform a member of staff who will inform you of the ways in which you can submit a complaint.

Complaints can be submitted in writing by hand, via our website, via engage consult or verbally. However if submitted a verbal complaint which is quite complex you may be asked to put this in writing so that the complaints manager has your written complaint to refer to when investigating.

If for any reason you do not want to speak to a member of our staff, then you can contact the local ICB complaints team via the contact details below;

Phone: 0300 140 9854

Email: sxicb.complaints@nhs.net

Post: NHS Sussex, Sackville House, Brooks Close, Lewes BN7 2FZ

Time frames for complaints & Investigation

The time constraint on raising a complaint is 12 months from the occurrence, or 12 months from the time you become aware of the matter about which you wish to complain.

The Station Practice will aim to acknowledge all written complaints received within three business days.

We will aim to investigate and provide you with the findings within 3 weeks and if necessary provide regular updates regarding the investigation of your complaint.

Although the station practice aim to respond to complaints within 3 weeks If more time is needed the practice will inform you in writing.

Verbal complaints received by the practice will be responded to within one week.

Confidentiality

The Station Practice 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 Station Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. Consent forms are available via reception.

Final response

The Station Practice 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 complaints procedure document.