

## **Bro Taf Local Medical Committee Ltd**

### **Complaints procedure**

Bro Taf Local Medical Committee Limited is the statutory voice for all NHS GPs and practice teams across the areas of Cardiff, Merthyr Tydfil, Rhondda Cynon Taff and the Vale of Glamorgan.

Bro Taf LMC provides assistance for general practitioners on all matters relevant to general practice such as NHS Regulations, GMS contracts, GPs Terms and Service of Conditions, complaints and partnership issues. The LMC represents GPs in discussion with local and regional health authorities.

In addition, Bro Taf LMC Ltd is a gateway to pastoral care and provides personal and totally confidential support for GPs and practices in difficulty or experiencing major change.

Bro Taf LMC Ltd welcomes and values your comments and suggestions on the service you receive as these will help to make improvements.

### **How to make a complaint**

Bro Taf LMC aims to provide the best service we can, but may sometimes fall short of the mark – if this is the case we would encourage you to speak to whoever you feel most comfortable with within the organisation at the earliest opportunity, as often the problem can be sorted out straight away.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

If you would prefer to make a formal complaint, you can do this by speaking or writing to the LMC office:

The Chairman  
Bro Taf Local Medical Committee Limited  
Henstaff Court Business Centre  
Groesfaen  
Cardiff  
CF72 8NG  
Tel: 029 20899381  
Email: [brotafilmcltd@brotafilmcltd.co.uk](mailto:brotafilmcltd@brotafilmcltd.co.uk)

All complaints or concerns will be formally recorded and used for training and learning purposes. The complaints log will be reviewed periodically.

### **How your complaint will be managed**

- The Chair of Bro Taf LMC will be the designated complaints manager but complaints/ concerns can be raised with any member of the executive team from any individual or organisation involved with Bro Taf LMC.

- Oral complaints resolved informally and to the complainants satisfaction within 24 hours will not be subject to the formal procedure as outlined below.
- Bro Taf LMC Ltd will acknowledge your complaint within 3 working days of receipt either verbally or in writing, and you should expect to receive a full written response from the Chairman (or designated member of Bro Taf LMC executive team) within 25 working days.

The acknowledgement must include the offer of a discussion (which might be by telephone or a meeting) to agree a plan of how the complaint will be handled and agree reasonable timescales (response period) for investigating and concluding the complaint.

If the complainant declines the offer to discuss the issue or does not agree with the response period proposed the Executive should decide how the complaint will be handled and a letter should be sent to the complainant setting out how the complaint will be investigated and confirming the expected response date.

- Some complaints are more complicated and take longer to investigate. If a full reply cannot be provided within this timescale you will be kept updated of progress and the reason for the delay.
- On concluding investigations the delegated Executive Member will write to the complainant, confirming how the complaint has been investigated, the evidence considered and giving the conclusion (which will also include details of actions the LMC has and will be taking as a result of its findings as appropriate)
- If you are unhappy about the response we can arrange a conciliation meeting between yourself, the relevant staff and an independent conciliator. The conciliator will talk to both parties and try to help resolve matters for you.
- If you are complaining on behalf of someone else, we will need to make sure they have given their consent for you to do this. You should normally make a complaint within 6 months of the incident causing the problem or within 6 months of the date you discovered the problem. This time limit can be extended, depending on circumstances, as each complaint is treated individually.

We sometimes receive complaints that relate to services provided by NHS organisations. If this happens, we will endeavour to signpost you to the organisation that can deal with your complaint.

Thank you for taking the time to read this. Please remember that all feedback we receive is valuable and gives us chance to know how we are doing and where improvements can be made.