

ABOUT

Coventry and Rugby GP Alliance is committed to providing high quality care and treatment to our patients and excellent service to other people who use our services.

We welcome your feedback on what we do well, but also where something needs improving so that we can look into concerns and where necessary make changes to put things right as quickly as possible.

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LISTENING
TO YOU SO
WE CAN
BUILD AND
IMPROVE
UPON THE
SERVICES WE
OFFER
”

CONTACT US

Communication and Engagement Department

Coventry and Rugby GP Alliance
Unit 1, The Boiler House,
Sandy Lane,
Coventry,
CV1 4JU

Telephone

02477 710 980

Email

crgpa.complaints@nhs.net



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& RUGBY
GPALLIANCE



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COMPLIMENTS

It is great for us to be able to share your compliments with our staff. Your feedback helps us to recognise what we do well when we are considering new service developments.

If you would like to make a compliment about the service you have received please email crgpa.communications@nhs.net.

Please let us know if there is anyone in particular that has made your experience positive so that we can also thank them.

CONCERNS OR COMPLAINTS

We understand that sometimes things go wrong or you may be unhappy with something we have (or have not) done, so please tell us and we will do our best to put things right.

If you feel that we have been unable to resolve your concern to your satisfaction, we will advise you on how to take your concern further. We need to understand why things go wrong so that we can prevent it happening again.

Who can raise a concern or complaint?

Anyone can. You can raise a concern or a complaint with us directly, or if you would rather have someone do this on your behalf, we can deal with your representative; this could be a relative, carer, friend or any other person that you choose. We will need to ask for your written permission for us to deal with that person.

What is the difference between a concern and a complaint?

The difference is the way in which we manage the issue/s you have raised.

We try to resolve a concern locally as soon as we are aware of the issue. Where this is not possible we will try and resolve this within three working days.

If we are unable to do this we will talk to you about the options available to you which may include agreeing a new date for us to respond or escalating your concern to a complaint.

You can ask us to consider your concern as a complaint if you are unhappy with our response to the issues you raised.

When we receive a complaint we allocate an Investigating Officer who is a member of staff not directly involved with the service complained about but who has the suitable knowledge and experience to investigate it.

Unless there are exceptional circumstances an Investigating Officer has 45 days to complete their investigation and a response given to the complaint.

How do I raise a concern or complaint?

You can share a complaint or raise a concern in person at the place where you have received care, treatment or advice.

You can raise a concern with any member of staff who will make note of your concern and if they are unable to resolve this immediately to your satisfaction, they will ask your permission to pass your details onto the complaints team to address.

You can also raise a concern or make a complaint to us by using the contact details on the back of this leaflet.



Coventry & Rugby GP Alliance takes any complaint about the service we offer seriously. We are committed to resolving any issue under Local Resolution, however if should this not be the case then you have the right to take any matter to the Parliamentary and Health Service ombudsman. They are available Monday-Friday between normal office hours (8:30-5:30) on 0345 015 4033. They are completely independent of the NHS and the Government. The Ombudsman is not obliged to investigate every complaint put to them, and they will not generally take on a case which has not first been through the NHS Complaints Procedure, or a case which is being dealt with through the courts.

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