| Advocacy support   * [POhWER](https://www.pohwer.net/) support centre can be contacted via 0300 456 2370 * [Advocacy People](https://www.theadvocacypeople.org.uk/) gives advocacy support on 0330 440 9000 * [Age UK](https://www.ageuk.org.uk/) on 0800 055 6112 * The [Local Council](https://www.gov.uk/find-local-council) can give advice on local advocacy services * Other advocates and links can be found on this [PHSO webpage](https://www.ombudsman.org.uk/making-complaint/getting-advice-and-support)   Further action  If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board (ICB)](https://www.england.nhs.uk/contact-us/about-nhs-services/contact-your-local-integrated-care-board-icb/) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:  Milbank Tower, Milbank  LONDON  SW1P 4QP  Citygate, Mosley Street  MANCHESTER  M2 3HQ  Tel: 0345 015 4033  [www.ombudsman.org.uk](https://www.ombudsman.org.uk/) | EAGLESCLIFFE MEDICAL PRACTICE]  SUNNINGDALE DRIVE  TS16 9EA tel:01642 780113  nencicb-tv.a81039.complaints@nhs.net |  | The Complaints Process  EAGLESCLIFFE MEDICAL PRACTICE |
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| Talk to us  Every patient has the right to make a complaint about the treatment or care they have received at Eaglescliffe Medical 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  Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Manager, Mrs Nicola Sibson, but note this may need to be a booked appointment.  How can I make a complaint?  A complaint can be made verbally or in writing.  A complaints form is available from reception. Additionally, you can complain via email to:  nencicb-tv.a81039.complaints@nhs.net | I want to complain to a third-party  If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.  They will contact us on your behalf:  Primary Care Complaints Team  North East and North Cumbria  Integrated Care Board  Pemberton House  Colima Avenue  Sunderland, SR5 3XB  Telephone 0191 5128484  [necsu.pccomplaints@nhs.net](mailto:necsu.pccomplaints@nhs.net)  Time frames for complaints  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 within three business days to acknowledge your complaint.  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  We will investigate all complaints effectively and in conjunction with extant legislation and guidance.  Confidentiality  We 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  We allow third parties 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  We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.  NB should a patient make a complaint; the practice may need to provide information about the patient, and treatment they have received to insurers or legal advisers |

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