



Patient or visitor Complaints Policy

Balbriggan Family Practice is committed to providing a high standard of care and service to our patients. We recognise that, on occasion, patients may be dissatisfied with an aspect of the service they have received.

We welcome constructive feedback and take complaints seriously. Complaints are used, where appropriate, to review and improve our services.

How to Make a Complaint

If you have a concern, we encourage you to raise it with us as soon as possible. Many issues can be resolved quickly by speaking with a member of our team.

If you wish to make a formal complaint, please submit it **in writing for the attention of the Practice Manager**.

Your complaint should include:

- Your name and contact details
- The date or approximate date of the incident
- Details of your concern
- The names of any staff members involved, if known
- What you would like us to consider or address

Complaints may be submitted by email, post, or delivered to reception.

What Happens Next?

We will acknowledge receipt of your complaint and it will be reviewed by the Practice Manager and, where appropriate, by a GP Partner.

We will investigate the circumstances of the complaint, which may include reviewing the patient's medical record and speaking with members of staff involved.

We aim to provide a response as promptly as possible. Where a complaint requires a more detailed investigation, we will advise you if additional time is required.

Complaints Made on Behalf of Another Adult

Patient confidentiality is extremely important to us.

If you are making a complaint on behalf of another adult patient, we will normally require that patient's **written consent** before we can discuss their medical care, treatment, records or other confidential information with you.

A relative, spouse, partner, parent or other person does not automatically have authority to make decisions or receive confidential information on behalf of an adult patient.

Complaints Regarding Children

A parent or legal guardian may raise concerns regarding the care of a child. We will deal with these complaints having regard to the child's age, capacity, confidentiality and best interests.

Confidentiality

Complaints are handled confidentially and information will only be shared with those who need it for the purpose of investigating and responding to the complaint.

Making a complaint will **not adversely affect the medical care you receive from the practice**.

Respectful Communication

We understand that patients may be upset or frustrated when making a complaint. We will listen to concerns and respond professionally and respectfully.

We ask that the same courtesy is extended to our staff.

Abusive, threatening, intimidating, discriminatory or aggressive behaviour towards members of our team will not be accepted. Our complaints process should not be used as a means of subjecting staff to abusive or inappropriate communication.

This applies to communication in person, by telephone, email, letter and online.

Anonymous Complaints

We will consider anonymous feedback where possible. However, our ability to investigate or respond may be limited where we cannot identify the patient, incident or circumstances involved.

Our Aim

Our aim is to deal with complaints fairly, respectfully and constructively.

Where something has gone wrong, we will consider what can be learned from it. Equally, where our investigation does not support a complaint or where the practice considers that appropriate procedures were followed, we will explain this in our response.

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