**Kerrsland Surgery – Complaints Procedure**

Effective from: 1 July 2025

In line with the NIPSO Local Government Model Complaints Handling Procedure

**Introduction**

At Kerrsland Surgery, we are committed to delivering high-quality care to all patients. We welcome feedback, including complaints, as an opportunity to learn and improve our services. This procedure outlines how we manage complaints in accordance with the Local Government Model Complaints Handling Procedure (MCHP), which promotes fairness, early resolution, and continuous learning.

**What is a Complaint?**

A complaint is defined as:

“An expression of dissatisfaction by one or more members of the public about the surgery’s action or lack of action, or about the standard of service provided by or on behalf of the surgery.”

**Who Can Complain?**

Anyone who receives, requests, or is affected by our services can make a complaint. Complaints can also be made by a representative, including a family member, friend, carer, or advocate—provided appropriate consent is obtained.

**Accessibility and Support**

We are committed to making our complaints procedure accessible to everyone. If you need help to make a complaint—for example, translation, interpreting, large print, or someone to assist you—we will provide support. Contact us directly at the details below for assistance.

**How to Make a Complaint**

You can make a complaint:

* In person – Speak to the Practice Manager or any staff member.
* By phone – Call the surgery and ask to speak with the Complaints Manager.
* In writing – Send a letter or email to the Practice Manager (details below).

Please provide:

* Your full name and contact details
* A description of your complaint
* When the issue happened
* What outcome you would like

**Time Limit for Complaints**

Complaints should be made within:

* 6 months of the incident, or
* 6 months of becoming aware of the issue, but no longer than 12 months after the incident.

**The Two-Stage Complaints Procedure**

**Stage 1 – Frontline Response**

* We aim to resolve straightforward issues quickly and close to the point of service delivery.
* You will receive a response within 5 working days (may be extended to 10 working days in exceptional cases).
* If not resolved, or if you are dissatisfied, you may request to escalate your complaint to Stage 2.

**Stage 2 – Investigation**

* If the complaint is complex or unresolved, it will move to Stage 2.
* We will acknowledge your complaint within 3 working days.
* We aim to respond within 20 working days. If more time is needed, we will inform you and explain why.

The investigation will:

* Clarify the complaint and the outcome you seek
* Examine what happened and why
* Determine if an apology or action is needed
* Identify learning to prevent future recurrence

**Complaints Involving a Third Party**

If you are complaining on someone else’s behalf, we require written consent from the person affected unless they lack capacity. Please contact us for help with this process.

**Anonymous Complaints**

Anonymous complaints will be considered if there is enough information to investigate. We value all feedback that helps improve our services.

**What Happens Next?**

If your complaint is not resolved to your satisfaction, you have the right to contact the:

Northern Ireland Public Services Ombudsman (NIPSO)

NIPSO is an independent organisation that investigates complaints about public services in Northern Ireland.

Contact NIPSO

* Website: [www.nipso.org.uk](https://www.nipso.org.uk/)
* Freephone: 0800 34 34 24
* Email: nipso@nipso.org.uk
* Freepost: Freepost NIPSO

NIPSO normally expects complaints to be brought to them within 6 months of completing our internal complaints process.

**Help and Advocacy**

You may contact the Patient and Client Council (PCC) for independent advice, support, or advocacy:

* Website: [www.patientclientcouncil.hscni.net](https://www.patientclientcouncil.hscni.net/)
* Email: info.pcc@hscni.net
* Phone: 0800 917 0222

**Contact Details – Kerrsland Surgery**

Complaints Manager:

Mr. Mark Simpson

Practice Manager

Kerrsland Surgery

169 Upper Newtownards Road, Belfast, BT4 3HZ

Phone: 02890 296600

Email: Reception.Z00014@gp.hscni.net

**Continuous Improvement**

We regularly review complaints to improve our services. Feedback is shared with relevant staff and used to implement changes. We also publish anonymised complaints information and learning outcomes.

This procedure has been developed in accordance with the guidance and standards set out by NIPSO and is effective from 1 July 2025.