

At Foundry Clinic, we are committed to providing high-quality care to all our patients. We recognise that sometimes things may not go as expected. **Complaints are an opportunity for us to listen, learn, and improve our services.**

We aim to handle all complaints openly, fairly, and promptly in line with NHS Wales "Putting Things Right" regulations.

Principles

- Patients will be treated with respect and compassion at all times.
- Complaints will be dealt with confidentially and will not affect a patient's ongoing care.
- We will aim to resolve complaints quickly and informally where possible.

Learning from complaints will be shared with the practice team to improve future care.

How can you complain?

- Verbally – by speaking to any member of staff at the practice.
- In writing – by letter or email to the Practice Manager.
- Through a representative – with the patient's consent.

Timeframe – Complaints should be made as soon as possible, ideally within 12 months of the event.

We will provide support to patients who need help making their complaint and can signpost to advocacy services if needed.



4. Complaints Handling Pathway

Step 1: Local Resolution

- The complaint is received by any member of staff and passed to the Practice Manager.
 - If the issue can be resolved quickly (within 48 hours) through an explanation or apology, this will be offered.
- If not resolved immediately, the complaint is formally logged.

Step 2: Acknowledgement

A written acknowledgement will be sent within **7 working days**, confirming receipt of the complaint, explaining the process, and offering a point of contact.

Step 3: Investigation

- The Practice Manager (or a nominated GP Partner) will investigate the complaint.
- This may include reviewing records, speaking with staff involved, and, where appropriate, offering a meeting with the patient.

Investigations will be carried out fairly and objectively.

Step 4: Response

- A full written response will normally be provided within **30 working days**.
 - If the investigation takes longer, the patient will be updated and given a revised timescale.
 - The response will:
 - Address the concerns raised.
 - Explain findings of the investigation.
 - Outline any learning or service improvements.
- Offer an apology where appropriate.

Step 5: Learning & Improvement

- Complaints are reviewed regularly at partner and staff meetings.
- Learning is documented and shared across the team.

Step 5: Learning & Improvement

- Complaints are reviewed regularly at partner and staff meetings.
- Learning is documented and shared across the team.

Step 6: Escalation

If the patient is not satisfied with the local resolution, you may contact:

- **NHS Wales – Putting Things Right Team** at Cwm Taf Morgannwg University Health Board.
- **Public Services Ombudsman for Wales** if they remain unhappy after Health Board review.



Useful link

www.ctmuhb.nhs.wales/contact-us/concerns-complaints/

Foundry GP Clinic Complaints Policy



74 Monk Street, Aberdare, CF44 7PA
01685 875906 / 01685 872006 – Aberaman

Enquiries.w95633@wales.nhs.uk