

# How to

# a complaint

make



Yorkshire Doctors Urgent Care  
Part of the Vocare Group

## Do you have a comment?

Yorkshire Doctors Urgent Care are committed to providing quality to all of our patients, and we welcome any comments you may have about the service you have received from us.

To leave your feedback online visit:



[www.yorkshiredoctorsurgentcare.nhs.uk/feedback.php](http://www.yorkshiredoctorsurgentcare.nhs.uk/feedback.php)

or scan the QR code on the left

You can also leave your comments when at one of our centres - either by filling out a feedback form (which will be available from the receptionist) or by speaking with a member of staff.

## Do you have a complaint?



Yorkshire Doctors Urgent Care want to give you the right care, at the right time, in the right place.

But sometimes things go wrong.



If you are not happy with the treatment or service provided to you by YDUC, please let us know. You should make your complaint within 12 months of the incident, or within 12 months of the issue coming to your attention.

You can tell us the concerns yourself, or you can ask someone else (e.g. a relative, carer, friend, local MP) to complain on your behalf.

Who can

you

talk to?

You can **talk** to a member of staff when at a centre or on the phone and they will fill out a complaints form for you.



You can telephone the Governance Department on **01642 733672**

You can email your complaint to **[yduc.governance@nhs.net](mailto:yduc.governance@nhs.net)**



Or you can write to: **Governance Department**



**YDUC**  
Maple House  
Ground Floor  
Clifton Park Avenue  
York  
YO30 5PB

**If you would like support to raise your complaint:**

- Contact your local council or local Healthwatch to find out about independent NHS complaints advocacy services.

- Contact your local Citizens Advice Bureau for support with complaints about the NHS.

- You can also complain to your local Clinical Commissioning Group.



## What happens next?

We will write to you within 3 working days of receiving your complaint to tell you that we have received your concerns and will begin our investigation.



If you are complaining on behalf of someone else (i.e a family member or friend) we may send you an Authorisation Form for the patient to sign.

This form shows that the patient gives their consent for us to investigate and respond to you as the designated complainant.

We aim to complete the full investigation and respond to you within **30 working days**.

Sometimes, if your complaint is particularly complex, we may contact you to agree an alternative schedule.



## When you receive the response

We hope that your concerns will be resolved by using our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong, and also gives us the opportunity to improve our service.

However, this does not affect your right to approach the Health Service Ombudsman if you remain dissatisfied with the way your complaint has been dealt with. The Ombudsman carry out independent investigations and their services are free.

To contact the Ombudsman:

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Write to: The Parliamentary and Health

Service Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP

More information at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Useful contacts details:

To find contact details for your local Healthwatch, see [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or call Healthwatch England on **03000 683 000**

You can contact the Citizens Advice Bureau via their website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call **03444 111 444**

Find more information about your local Clinical Commissioning Group on the NHS choices site [www.nhs.uk](http://www.nhs.uk)



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