

## Investigating Complaints

Pontypool Medical Centre will investigate all complaints effectively and in conjunction with up-to-date legislation and guidance

## Confidentiality

Pontypool Medical Centre 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

Pontypool Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. This form is available from reception.

## Final response

Pontypool Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.

## Advocacy support

- Contact LLAIS  
Tel No: 01633 838516  
Email: [gwentadvocacy@llaiscymru.org](mailto:gwentadvocacy@llaiscymru.org)  
Website: [Gwent | LLais \(llaismwales.org\)](http://Gwent | LLais (llaismwales.org))
- Contact Age UK  
Tel No: 0300 303 4498  
Email: [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)  
Website:  
<https://www.ageuk.org.uk/cymru/>
- Contact POhWER support centre  
Tel No: 0300 456 2370

## Further action

If you are dissatisfied with the outcome of your complaint from the practice or Aneurin Bevan then you can escalate your complaint to:

Public Service Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ  
Tel No: 0300 790 0203  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

# The Complaints Process

Pontypool  
Medical Centre



## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Pontypool Medical Centre. 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 complaint; our staff are trained to handle complaints. Alternatively, ask to speak to Maria Potter, Practice Manager.

You can contact the Aneurin Bevan 'Putting Things Right Team' for clinical complaints at -:

Tel No: 01495 745656

Email Address:

[Puttingthingsright.abb@wales.nhs.uk](mailto:Puttingthingsright.abb@wales.nhs.uk)

Website Address: [NHS Wales complaints and concerns: Putting Things Right | GOV.WALES](#)

## 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.

We will aim to acknowledge receipt all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide updates if we are unable to meet our timelines regarding the investigation of your complaint.