

## Final Stage - Ombudsman

If you are still unhappy after local resolution, you can contact:

### **Parliamentary and Health Service Ombudsman**

Phone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Independent Help and Support

You can get free, independent support with your complaint from:

### **NHS Complaints Advocacy Service (POhWER)**

They can help you understand the process and support you in making a complaint.

Website: [www.pohwer.net](http://www.pohwer.net)

Or

### **Patient Advice and Liaison Service (PALS)**

Level 2, North Devon District Hospital

Phone: 0300 123 1672

## Making a Complaint on Behalf of Someone Else

You can make a complaint for someone else if you have their written consent.

We follow strict confidentiality rules, so we will need permission before discussing another person's care.

If the patient is unable to provide consent (e.g. due to illness), please contact us and we will advise you.

## Accessibility

If you need this leaflet in another format (Large print, easy read, translation, or interpreter support), please let us know.

## Help Us Improve

Your feedback is important to us. 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. Your help will help us to improve our services for everyone.



**Please talk to us – we promise to listen.**

Updated May 2026



**Kiln Lane, Barnstaple, EX2 8GP  
Tel: 01272 329004**



# COMPLAINTS PROCEDURE

**What to do if you are unhappy with the care or service you have received.**

## Talk To Us

Every patient has the right to make a complaint about the treatment or care they have received at Brannam Medical Centre. The Data (Use and Access) Act 2025 has introduced the right for individuals to be able to complain directly to the Data Controller

## Our Commitment to You

At Brannam Medical Centre, we aim to provide high-quality care to all our patients.

**Making a complaint will not affect the care or treatment you receive from our Practice.**

## How to Make a Complaint

We hope most problems can be sorted out quickly and easily. Please speak to a member of staff as soon as possible and we will do our best to help.

If you would prefer to make a formal complaint, you can do so:



- In person
- By phone: 01271 329004
- In writing
- On-line via Admin or routine care request: [Click here](#)

If you need help making your complaint, please let us know – we are happy to support you.

## Time Limits

You should normally make a complaint within:

- 12 months of the incident
- OR**
- 12 months of becoming aware of the issue

This time limit may be extended if there is a good reason.

## Who Will Handle Your Complaint

Our Complaints Manager is:  
Sarah Bickley – Patient Services Manager



Please address written complaints to:  
Brannam Medical Centre  
Kiln Lane  
Barnstaple  
EX32 8GP



01271 329004

## What Happens Next

- We will acknowledge your complaint within 3 working days
- We will investigate what happened and why
- We aim to provide a response within 25 working days

If this is not possible, we will explain the delay and agree a new timescale with you.

Our response will include:

- An explanation of what happened
- Any actions taken
- An apology, where appropriate
- Information about what to do next if you remain unhappy

We aim to learn from all complaints to improve our services.

## Complaints Involving Other Organisations

If your complaint involves more than one organisation (e.g. Hospital or social services), we may need to share information with them to provide a coordinated response. We will ask for your consent where required.



## If You Are Not Happy with Our Response

If you remain dissatisfied, you can ask for your complaint to be reviewed by:

**NHS Devon (ICB)**  
Patients Advice and Complaints Team  
Parmona House  
Edginswell Business Park  
Torquay  
TQ2 7FF

Email: [d-icbpatientexperience@nhs.net](mailto:d-icbpatientexperience@nhs.net)

**OR**

**NHS England**  
PO Box 16738  
Redditch, BP& 9PT  
Phone: 0300 123 1672

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)