| Advocacy support* VoiceAbility 0300 303 1600
* [Advocacy People](https://www.theadvocacypeople.org.uk/) gives advocacy support on 0330 440 9000
* [Age UK](https://www.ageuk.org.uk/) on 0800 055 6112
* Local Council can give advice on local advocacy services

Further actionIf you are dissatisfied with the outcome of your complaint from either Lincolnshire ICB or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:Milbank Tower, MilbankLONDONSW1P 4QP Citygate, Mosley StreetMANCHESTERM2 3HQTel: 0345 015 4033www.ombudsman.org.uk  | Richmond Medical CentreMoor LaneNorth Hykeham, LN6 9AY01522 500240 or licb.c83025@nhs.net |  | The Complaints ProcessRichmond Medical Centre |
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| Talk to usEvery patient has the right to make a complaint about the treatment or care they have received at Richmond 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 toMost 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 the complaint’s manager, Natalie Warner, Practice Manager. | If for any reason you do not want to speak to a member of our staff, then you can request that Lincolnshire ICB investigates your complaint. They will contact us on your behalf:NHS Lincolnshire ICBComplaints and Customer Care Team, Bridge House, The Point, Lions WaySleaford, NG34 8GGTelephone: 01522 309299E-mail: LICB.feedbacklincolnshireicb@nhs.netA complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to licb.c83025@nhs.net. Time frames for complaintsThe 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.The Practice Manager will respond to 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 regular updates regarding the investigation of your complaint | Investigating complaintsRichmond Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance. ConfidentialityRichmond 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 complaintsRichmond 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. A third-party patient complaint form is available from reception.Final responseRichmond Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint. |