**LEEDS LMC LIMITED - COMPLAINTS POLICY**

Leeds Local Medical Committee Ltd is the professional voice for all NHS GPs and practice teams across the city. Leeds LMC Ltd is a gateway to pastoral care and provides personal and totally confidential support for GPs and practices in difficulty or experiencing major change. It also provides personal advice and support for practices on a wide range of issues.

Leeds LMC Ltd welcomes and values your comments and suggestions on the service you receive as these will help to make improvements.

**How to make a complaint**

If you are unhappy with our services or want to raise an issue about an LMC committee member, please tell one of our Executive Officers, so that they can take immediate action to try to resolve the problem.

However, if you want to make a formal complaint, you can do this by speaking or writing to:

Leeds LMC

Medical Secretary

2 Farrar Lane
Adel, Leeds
West Yorkshire
LS16 7AA
Tel: 0113 295 1460
Email: mail@leedslmc.org

If your complaint is related to the Medical Secretary, please contact the LMC Chair, Dr Nicola Hambridge at chairleedslmc@gmail.com

Leeds LMC Ltd will acknowledge your complaint within 2 working days of receipt and you should expect to receive a full response within 21 days.

Some complaints are more complicated and take longer to investigate. If a full reply cannot be provided within this timescale you will be kept updated of progress and the reason for the delay.

If it is appropriate, we may also invite you to come for a meeting to discuss your concerns in more detail.

If you are unhappy about the response, we can arrange a conciliation meeting between yourself and the relevant individual.

If you are complaining on behalf of someone else, we will need to make sure they have given their consent for you to do this. You should normally make a complaint within 6 months of the incident causing the problem or within 6 months of the date you discovered the problem. This time limit can be extended, depending on circumstances, as each complaint is treated individually.

We sometimes receive complaints that relate to services provided by NHS organisations. If this happens, we will endeavor to signpost you to the organisation that can deal with your complaint.

Thank you for taking the time to read this. Please remember that all feedback we receive is valuable and gives us chance to know how we are doing and where improvements can be made.

  

        