

# Raising a concern or a complaint about one of our services

## Primary Care Sheffield takes complaints very seriously

We aim to ensure that when you interact with one of our services, you are satisfied with your experience. If you feel you need to raise a concern or make a complaint, you will be treated courteously and promptly so that the matter is resolved as quickly as possible.

### Raising a concern

If your issue is current, i.e. it relates to something happening now, please raise a concern to the senior member of our team there and then. The likelihood is that we will be able to resolve it immediately or within a short period of time. If not, then we encourage you to make a complaint.

### How do I make a complaint?

Complaints can be raised in two different ways directly to Primary Care Sheffield (PCS) or to the commissioner Sheffield Integrated Care Board (ICB).

#### Primary Care Sheffield

Primary Care at Scale  
Complaints  
28 Kenwood Park Road,  
Sheffield  
S7 1NF  
0114 322 3100.  
[PCS.PCASfeedback@nhs.net](mailto:PCS.PCASfeedback@nhs.net)

#### Integrated Care Board

0114 305 1000  
[syicb-sheffield.icbcomplaints@nhs.net](mailto:syicb-sheffield.icbcomplaints@nhs.net)

## Making a complaint on someone's behalf

We observe strict rules of confidentiality, which means that if you wish to make a complaint on someone else's behalf, we will need their permission for you to do so.

## When will I receive a response to my complaint?

We will acknowledge your complaint within three working days and we aim to have complete an investigation and provide you with the outcome within 30 working days. During this time you may be contacted by telephone or invited to meet with the person investigating the complaint so that we can gather more details from you.

If we are unable to investigate your concern fully within the time scale specified we will write to you giving reasons for the delay and a new timeframe for when the investigation will be completed. Once our Investigation is complete we will contact you to inform you of the outcome and actions that we have taken/plan to take.

## How can I take my complaint further?

If you are not satisfied with our response, you have the right to take your complaint to the **Health Service Ombudsman**, who is independent of government and the NHS. The service is confidential and free.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on **0345 0154033** or email **[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**

Further information about the Ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).