YORLMC LIMITED

COMPLAINTS POLICY

YOR Local Medical Committee Limited (YORLMC Ltd) is the brand name for Bradford & Airedale and North Yorkshire LMCs, also referred to as Branches of YORLMC. It is the professional voice for all NHS GPs and practice teams across the areas of North Yorkshire & York and Bradford, Airedale, Wharfedale & Craven. YORLMC 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.

YORLMC 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, please tell a member of our Corporate Affairs Team, as often the problem can be sorted out straight away.

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

The Chief Executive
YOR Local Medical Committee Limited (YORLMC Ltd)
First Floor
87-89 Leeds Road
Harrogate
North Yorkshire
HG2 8BE
Tel: 01423 879922
Fax: 01423 870013
Email: info@yorlmcltd.co.uk

YORLMC Ltd will acknowledge your complaint within 2 working days of receipt and you should expect to receive a full response from the Chief Executive 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, the relevant staff and an independent mediator. The mediator will talk to both parties and try to help resolve matters for you.

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 endeavour 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.

Date	**Author**	**Document History**
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