NHS COMPLAINTS ADVOCACY

NHS Complaints advocacy helps people to make NHS complaints.

NHS Complaints advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services and you want to complain.

By Post
Citizens Advice Sheffield and Law Centre
Isaacs Building
4 Charles Street
Sheffield
S1 2HS

Advice line
0114 2261674

By Email
info@sheffieldadvocacyhub.org.uk

Website
Sheffield Advocacy Hub
sheffieldadvocacyhub.org.uk

Reviewed November 2026

FINAL STAGE

If you are not satisfied with the outcome of your investigation, you have the right to approach the ombudsman.

Contact details are: -

Website
http://www.ombudsman.org.uk/make-a-complaint

By Telephone
0345 015 4033
(Mon-Thurs, 9am to 4pm, Fri 8.30am to 12.00pm

VALLEY MEDICAL CENTRE
Johnson Street
Stocksbridge
Sheffield
S36 1BX

Telephone 0114 3217510

Email syicb-sheffield.valleymc@nhs.net

www.valleymedicalcentre.org.uk

COMMENTS, SUGGESTIONS & COMPLAINTS

The Practice Procedure

COMMENTS AND SUGGESTIONS

The practice welcomes comments and suggestions from patients about our services. Forms are available at the reception desk.

PATIENT PARTICIPATION GROUP

If you would like to become more involved with the surgery, there is a Patient Participation Group that meets quarterly. Register your interests with reception.

HOW DO I MAKE A COMPLAINT?

If you have a complaint or are concerned about the service you have received from the doctors, any of the staff working at the practice or if you have a data protection complaint, please let us know.

You will initially be provided with a copy of this leaflet for information on our complaints process. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

After reviewing the information in this leaflet, you can submit your complaint in writing or request to arrange a phone call with the Practice Manager.

When you wish to complain, please let us know as soon as possible. Ideally, this should be within a matter of days or at the most, a few weeks. In this way it helps us to establish what happened more easily.

There is a maximum time limit for making complaints – complaints should be made within 12 months of realising that you have something to complain about. Complaints can be made in writing or verbally.

Reviewed November 2026

WHO SHOULD I CONTACT?

Complaints should be addressed to:

Lauren Wainwright-Green
Practice Manager

We have a Deputy Complaints Manager who is responsible for overseeing all complaints procedures in the absence of the Practice Manager

Or you can address it to Dr David Baron, our senior GP Partner.

WHAT WILL THE PRACTICE DO?

When we look into your complaint we aim to:

- Acknowledge your complaint within 3 working days.
- You will receive a final response after an investigation has been carried out into the complaint, usually within 30 working days where an early resolution can be agreed.
- More complex complaints may require up to 6 months to receive a final response. You will be kept up to date throughout.
- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.
- Data protection complaints will be acknowledged within 30 days. You will be given an expected timeline for response and provided with further updates if investigations are taking longer than initially anticipated.

WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE?

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so and that they are aware that their confidential medical information may be shared with you.

A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

Children can make complaints. If a child is unable to make a complaint themselves or if they would prefer someone else to make the complaint on their behalf, the complaint can be made by a suitable representative.

IF YOU PREFER NOT TO COMPLAIN DIRECTLY TO THE SURGERY YOU CAN COMPLAIN TO SYICB

By Post

FAO Complaints Team
NHS South Yorkshire Integrated Care Board
Sovereign House
Heavens Walk
Doncaster
DN4 5DJ

By Email

syicb-sheffield.icbcomplaints@nhs.net

With 'For the attention of the complaints manager' in the subject line.

Please also indicate which area of the ICB you are submitting a complaint about, i.e. Sheffield.

By Telephone

03330 410021 (choose option 1)