

DDLMC & DDLMC LTD Complaints Policy

Introduction

Derby & Derbyshire LMC Ltd seeks to provide high quality services to its member practices at all times; however, we recognise that sometimes things go wrong. We will treat all complaints seriously and ensure that they are investigated thoroughly in an unbiased, transparent, timely and appropriate way. The outcome of any investigation will be communicated to the complainant, and our complaints process is set out in more detail below.

Definition of a Complaint

A complaint or concern is any expression of dissatisfaction regarding an action, omission, decision, or the handling of data by DDLMC or DDLMC Ltd. Complaints may be made verbally or in writing and will require an appropriate investigation and/or response.

Scope

This policy applies to the handling of complaints or concerns relating directly to the services provided and data protection handling by DDLMC & DDLMC LTD; directors, committee members and employed staff. DDLMC is an organisation created by statute, in order to represent the interests of General Practitioners and their staff, and to negotiate with other organisations on their behalf. It does not deal directly or indirectly with members of the public.

Who can make a complaint

A complaint can be made by the person who is affected by the action, such as a General Practitioner, an employee of a member practice or a member of their family, or it may be made by a person acting on behalf of an individual where that person:

- has given consent for a third party to act on their behalf, in which case, we will ask for:
 - the name of the person making the complaint
 - the name of the affected person
 - contact details of the affected person so we can ask for consent
- has died, in which case the complainant must be the personal representative of the deceased
- has a physical or mental incapacity
- is a child <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/childrens-information/children-and-the-uk-gdpr-old/what-rights-do-children-have/>
- is an MP acting on behalf of a constituent
- has delegated authority to act on their behalf

For the avoidance of doubt, DDLMC & DDLMC LTD does not accept or investigate complaints from individual members of the public, such as a patient of a member practice or one of their relatives, as it is not a patient-facing organisation and has no remit to deal with such matters.

How to complain

Address your complaint to the Chief Executive Officer, We will endeavour to make the necessary reasonable adjustments to receive, investigate and respond to any complaint. By telephone to the office 01332 913800

By email to ddlmc.office@nhs.net

By post to DDLMC LTD, RTC, 2nd Floor, Kelvin House, Derby DE24 8UP

Timescales for making a complaint

Complaints must not be made later than:

- 12 months after the date on which the matter which is the subject of the complaint occurred or
- 12 months after the date on which the matter which is the subject of the complaint came to the notice of the complainant.

If the above timescales are not met and if it is still possible to investigate the complaint effectively, DDLMC & DDLMC LTD, at its discretion, may still consider the complaint.

The Complaints Process

All complaints will be acknowledged within 3 working days after the day that the complaint is received.

An offer will be made to the complainant to discuss:

- the handling of the complaint
- timescales for responding
- expectations and desired outcome

A statement will be given to the complainant summarising the complaint, if it was submitted verbally.

The complainant, or their representative, will be given a named contact (normally the Operations Lead or the Chief Executive) who will ensure that the complainant is kept up to date with the progress of their complaint investigation. Where a complaint concerns the Chief Executive, the complaint shall be referred directly to the Chair of DDLMC Ltd or another nominated Executive Director who is independent of the matters complained of.

We aim to provide a full written response within 20 working days. If a case has exceeded our 20 working day response target, an update will be given every 10 working days.

The complainant can expect to receive a formal response, with any learning and remedial actions reflected. Responses will be provided in the complainant's preferred method of communication, wherever possible.

Any response will include:

- how the complaint was considered
- an apology, if appropriate
- a factual explanation of what happened
- whether the complaint has been upheld and to what degree (ie in full or in part)
- the conclusions reached, including any remedial action
- any lessons learnt

If they so wish, the complainant can withdraw their complaint at any time during the process.

Confirming Identification

We may need to check identity to verify the complainant's authenticity, we will ask for this at the earliest opportunity, if we have sufficient information to be satisfied regarding the requester's identity we will not ask for more information.

If a complaint is made on behalf of another person we must check, they are authorised to act on the other person's behalf. The form of evidence you may need depend on the circumstances, but there are some examples below:

- An appropriate Power of Attorney
- A signed letter of authority from the person they are acting on behalf of

If we have no evidence that a third party is authorised to act on someone's behalf, we will be unable to investigate the complaint until we receive the appropriate authority.

Confidentiality

Complaints will be handled in the strictest confidence. Information will only be disclosed to those who have a demonstrable need to access it. Complaints records will be handled in accordance with the Records Retention and Disposal Policy.

Compliance and Review

A review of compliance and lessons learned will be undertaken by the DDLMC LTDs Executives periodically.

Persistent and Unreasonable Behaviour

If contact is identified as persistent or unreasonable and the complaint has/is being investigated in line with the policy, then repeated contacts may be considered unacceptable and will be terminated. The complainant will be informed that the complaint has been responded to as fully as possible and there is nothing to add. Future correspondence will not be responded to unless a new, previously unaddressed concern is raised. New concerns/complaints will be managed in the usual way and in line with this policy.

Appeals Process

Should a complainant be unhappy with the outcome of their complaint, they may refer it to the DDLMC LTD Executives for investigation and review. Appeals must be submitted within 20 working days of the final response to the initial complaint. The appeal will be reviewed by individuals not involved in the original investigation wherever possible. The decision of the Board shall be final.

Individuals who remain dissatisfied with the handling of their personal data following this process may complain to the Information Commissioner's Office (ICO).

Version Number	Reviewed & Ratified By	Date	Next Review date
V1	Hayley Scott	07.10.2025	
V2 – Updated for GDPR changes	Hayley Scott	11.06.2026	
V2 – checked	Dr Louise Clark	18.06.2026	