

If you have concerns about the care or service you are receiving

We recognise that sometimes patients have concerns about their care. If you wish to raise a concern or to complain about the service you have received from the Special Allocations Service (SAS), you should follow the process below:

Put your concern or complaint in writing, addressed to the Practice Manager of Kirklees and Calder SAS. This can be emailed to SAS@locala.org.uk or posted to our PO Box (PO Box 227, Liversedge, WF17 1DR). If you wish to tell us verbally of your complaint, please tell us, and we will arrange a date and time for a call from a colleague to record your concerns.

However you contact the SAS, you should clearly identify the exact issues or problems that you want to complain about, and which you want to be investigated.

The Practice Manager will send you a letter or email within 3 working days of receipt to acknowledge that your complaint has been received.

The Practice Manager is responsible for managing any complaints, and they will decide on the next steps to address the concerns raised, which may involve other colleagues. They will contact patients, if necessary, during the investigation. Patients should therefore not contact anyone else in Locala or Kirklees SAS while their complaint is being investigated.

You will receive a letter from the Practice Manager within 28 working days, giving you a written response to your complaint.

The letter will let you know the next steps you could take if you were still unhappy and did not feel the complaint had been resolved.

Please note, we will not investigate a complaint that has already been made and investigated, and where a final response has been provided.