



# Londonwide LMCs

The professional voice of London general practice

## 2016/17 NHS complaints procedure KO41b - important action required

Practices have until 7 June 2017 to submit details of complaints associated with their NHS work, prior to it being published on the NHS England Primary Care website. This collection refers to complaints received between 1 April 2016 and 31 March 2017.

Details of complaints should be submitted via the Primary Care website's webtool.

A user guide to the KO41b collection is available on NHS Digital's website.

Practice staff who have the permission to submit the annual practice declaration to NHS England will automatically have permission to submit KO41b returns. It is a statutory and contractual requirement to declare complaints information. If practice staff require any support with their KO41b they should contact NHS Digital at [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk).