



Making a Comment or Complaint

Do you have a comment?

We welcome any comments you may have on the service you receive. You can discuss these with any member of staff within our practice or register your comments and suggestions at the reception.

Complaints Introduction

When something does go wrong, we want to know how we can make it right. If we have made a mistake we want to learn from it so that we can improve our service.

You have the right to have any complaint investigated and to be provided with a full and prompt written reply.

Your complaint will always be dealt with in confidence and will only be discussed with those who need to know. Under the Data Protection Act, no personal information regarding yourself will be disclosed without your written consent.

How to make a complaint?

If you are not happy with our service:

- Talk to an appropriate member of staff, they will try and sort out the problem there and then.
- If that is not possible they will take the details of your concerns and we will investigate then as soon as possible.
- We recognize that sometimes you won't feel comfortable raising your concerns directly with the person involved. In this case please ask your complaint to be referred to the Senior Person in the Practice straight away.
- We accept your complaints by phone, email or in writing.

After we receive your complaint

We will acknowledge your complaint within 3 working days.

We will offer you the opportunity to discuss the manner in which the complaint is to be handled, the period within which you would like it to be completed and when the response is likely to be sent to you.