

## **COMPLAINTS**

As a Practice we endeavour to maintain a high level of service. Unfortunately, sometimes problems can occur and we would wish to resolve these as promptly as we can.

If you have any complaint or concern about the service that you have received from the Doctors or staff working for this practice, we would like to know about it and given the opportunity to discuss it with you. We operate an informal in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not the appropriate form of investigation, in which case you will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to any national or regional bodies if you so desire, nor does it affect your right to seek compensation in law.

In the first instance we would encourage you to contact either our Practice Manager, Deputy Practice Manager or one of the Partners. It is usually best to put in writing with as much information as possible. We will acknowledge your letter promptly and investigate as thoroughly and as speedily as possible. We aim to report back to you within two weeks, although in many instances we would hope to have an informal meeting with you sooner than this.

Please note that the Practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

A copy of our complaint form is enclosed. You do not have to use it if you prefer to set out your complaint in your own way. We can help you to write down your complaint if you feel you need help to do so.

Please complete and send your complaint to us as soon as possible.

Your complaint will then be investigated by someone within the practice. It is likely that as a first step the investigator will contact you directly to ensure that he or she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and may inspect relevant documents.

At the conclusion of the investigation your complaint will be discussed with you in detail.