**COMPLAINTS - PATIENT INFORMATION LEAFLET**

If you have a complaint or concern about the service or care you have received from the Doctors or any staff working in this practice.

**What you should do:**

We would hope that most concerns/problems could be sorted out easily and quickly, often at the time they arise with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. Ideally, this should be within a matter of days because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

* Within 6 months of the incident that cause the problem or
* Within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident

**Ways to make a complaint:**

In person, by telephone, completing the enclosed form or by letter addressed to the complaints manager. The complaints manager will take full details and decide how best to undertake the investigation.

Please send your complaint via email to [stgeorges.medical@nhs.net](mailto:stgeorges.medical@nhs.net), or directly to the Practice Manager at [liz.stewart@nhs.net](mailto:liz.stewart@nhs.net). Alternatively you can send a written complaint addressed to the practice FAO Liz Stewart (Practice Manager).

**What we will do:**

We shall acknowledge your complaint within 3 working days and aim to have looked into the matter and get to you as soon as possible. We shall then be in a position to offer you an explanation either in writing, or at a meeting. When we look in to your complaint, we shall aim to:

* Find out what happened and what went wrong
* Make sure you receive an apology where this is appropriate
* Identify what we can do to make sure the situation does not rise again

**Complaining on behalf of someone else**

The practice keeps strictly to the rules of medical confidentially. If you are complaining on behalf of someone else, we have to have his or her consent. Please ask a receptionist for the appropriate form.

If you are dissatisfied with the response you have received from this practice, you have a right to request an independent review of your complaint, which will be conducted by the Parliamentary and Health Ombudsman.

Parliamentary & Health Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

NB It is the policy of the practice not to discriminate against anyone who complains about our service.