**The Practice Procedure**

**How do I make a complaint?**

If you have a complaint or are concerned about the service you have received from the doctors or any of the staff working in this practice, please let us know.

We hope that most problems can be sorted out easily and quickly. Often at the time they arise and with the person concerned. Complaint forms are available from reception.

If your problem cannot be sorted out in this way and you wish to make a complaint please let us know as soon as possible, ideally this should be within a matter of days or at the most a few weeks. In this way it helps us to establish what happened more easily.

**What if I am complaining on behalf of someone else?**

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

You will find a consent form with the complaints form which is available from reception.

**Who should I contact?**

Complaints should be addressed to The Practice Manager/Deputy Practice Manager or to Dr Smith

They will make sure that your concerns are dealt with promptly.

It will be a great help if you can be as specific as possible about your complaint.

**What will the Practice do?**

When we look into your complaint we aim to:

* Acknowledge your complaint
* Find out what happened and what went wrong.
* We will decide if the complaint will be upheld.
* Make sure you receive an apology where this is appropriate.
* Identify what we can do to make sure the problem does not happen again.

The practice will respond by letter/e-mail once a thorough investigation has been carried out.

**What to do if you’re not satisfied with our investigation.**

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. It also gives us an opportunity to improve our Practice.

If you are not satisfied with the result of our investigation you can contact NHS England:

**By post NHS England, PO Box 16738, Redditch, B97 9PT**

**By email.** **England.contactus@nhs.net**

**By telephone 0300 311 22 33**