

COMMENTS AND COMPLAINTS

As a practice, we are always working to improve services for our patients. We want to give you the best quality service possible if you attend our clinic.

While we strive to offer an excellent service at all times, we recognise that on occasion, things may not go according to plan. Everyone, whatever their business or profession, can make an error and it is important to learn from these errors.

We review every incident that comes to our attention and aim to make appropriate changes where a lesson may be learned from what has happened, to avoid similar issues in the future.

The quickest way to get a problem sorted out is by explaining it at the point of service. **If you have any concerns, please discuss them with a member of staff at the time so we can try to resolve them immediately.**

If you wish to put a complaint in writing, please complete the form below and return to the Receptionist / post to the practice address.

Complaints Procedure

If you make a complaint, we will contact you within 5 working days of receiving your official complaint. If for any reason, your complaint is going to take longer than 5 days to investigate, you will get an explanation and date by which you should get a full response. If the first response is not satisfactory, you can make a request in writing to us to investigate further.

Name (also the name of the person involved, if you are writing on behalf of another person)	
Address & contact phone number	
Summary of the complaint (e.g. what happened? Who was involved? Where and when it happened? How did it happen and why do you believe it happened?)	
What is your desired outcome?	
Any other relevant information?	