

HOW THE COMPLAINTS PROCESS WORKS

STAGE 1- INFORMAL

The staff member will ask you if there is anything they can do to help with your concerns. They will try and resolve the matter informally at first.

YOU APPROACH
THE SURGERY
TO MAKE A
COMPLAINT

You are
satisfied with
the outcome
and the
complaint is
closed

STAGE -2- FORMAL

The member of staff will give you a complaints form where you can record your complaint in writing. Please add as much details as possible to help us assess your concerns. If you are on the phone the member of staff will go through the details and fill in the form for you.

The form will be passed on to the management team who will be in contact with you within 2 working days to confirm we have enough information to proceed.

You will receive a letter of confirmation followed by a letter outlining the outcomes within 12 weeks.

If you are not satisfied
with the outcome, let
us know and we will
process your
complaint formally

STAGE 3- TAKING IT FURTHER

If you are still unhappy with the outcome of your complaint, there are organisations you can contact to investigate the problem further and liaise with the surgery. Information can be found on our website or in the complaints leaflet.

You are satisfied
with the outcome
and the complaint is
closed