

HOW TO COMPLAIN



We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. In the first instance, please ask to speak to Carole Jones, our Reception Manager, who will try to address your concerns. Our aim is for a satisfactory outcome to your complaint for yourself and the practice.

If your problem cannot be sorted out in this way and you wish to make

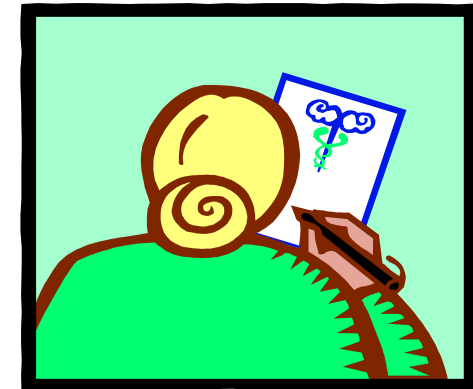
an official complaint, we would like you to let us know as soon as possible, preferably within a few days, as this will enable us to establish more easily what happened. Please write to the Practice Manager, Ms Colleen Shelley with details of your complaint:

Within 12 months of the incident that caused the problem.

Please be as specific as possible about your complaint.



COMPLAINING ON BEHALF OF SOMEONE ELSE



Please note that 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 his or her permission to do so. A letter signed by the person concerned will be needed before the complaint or problem can be discussed on their behalf.