

**COMPLAINTS PROCEDURE**

In accordance with Government Guidelines, this Surgery now operates a formal complaints procedure

If you have a complaint regarding the treatment or service you have received from either the Doctors or any of the staff, we need to know in order that we may deal with your complaint and see that similar incidents do not occur in the future.

* It is our hope that most problems can be sorted out at the time they arise. However, if this is not the case, we should be grateful if you would advise us as soon as possible after the event, preferably within a matter of days as the sooner we know, the easier it would be to establish exactly what occurred.
* If you cannot let us know as quickly as this, then we need to know within six months of the incident which caused the problem, or within six months of discovering you have a problem, provided that this is within twelve months of the original problem.
* Complaints should be made to Mrs Allison Cook, Practice Manager either written or verbally. She will explain the full complaints procedure to you and ensure that the matter is dealt with promptly. It would be very helpful if you could be as specific as possible regarding your complaint.
* You may, of course, address your complaint to one of the Doctors or make an appointment with them to discuss your concerns. However, they may not be able to see you quite as promptly as Mrs Cook.

We hope that the above information explains what to do if you feel you need to make a complaint. It is to be hoped that the new procedure will enable us to continue to provide the service you would expect from us.

Please address your complaints to:-

Mrs Allison Cook

Practice Manager

Cliff Villages Medical Practice

Grantham Road

Navenby, LINCOLN LN5 0JJ Tel: 01522 811411

If you are dissatisfied with the outcome of your complaint, you have the right to approach the Health Service Ombudsman.
The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk