



Dr Kate Hampson      Dr David Stevens      Dr James Mottram  
Dr Karen Bevan-Mogg      Dr Jessica Marshal      Dr Megan Rowland  
Dr Richard Waldock

Tel: 01548 853551  
L83059.communications@nhs.net

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## **PATIENT INFORMATION LEAFLET**

### **COMPLAINTS PROCEDURE**

All members of staff at the Medical Centre work hard to provide the best possible service to patients; however, occasionally things go wrong. We hope that most problems will be sorted out easily and quickly at the time they arise and with the person concerned. If, however, you wish to make a formal complaint, you may either put this in writing and address it to Mrs. Heather Cooper, Practice Manger, or to Dr. Kate Hampson, Senior Partner. If you prefer, you may ask to speak to Mrs. Cooper.

Our complaints procedure follows NHS guidelines and we are obliged to acknowledge your complaint within three working days and to have looked into it within a suitable time frame. We will certainly aim to resolve the matter to your satisfaction as speedily as possible and take steps, if necessary, to make sure the problem does not arise again.

The aim of dealing with complaints within the practice is to help resolve them quickly to everyone's satisfaction and to enable us to take immediate steps to prevent a similar situation arising again.

If you do not wish to make use of our complaints procedure or you are dissatisfied with the outcome, you are entitled to contact the Parliamentary and Health Service Ombudsman at the following website:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)