

Complaint Form

Date of complaint:.....

Source of Complaint: Verbal/Letter/Other

.....

Date of Incident:.....

Name of patient.....

Address of patient.....

.....

Telephone number of patient.....

Email of patient.....

Name of complainant if not patient.....

Address of complainant.....

.....

Details of complaint:

Abbottswood Medical Centre Complaints and Comments



TEL: 01386 552424

<https://www.abbottswoodmedicalcentre.co.uk>

**Email us on
abbottswood.wp@nhs.net**

Sept 2025

Abbottswood Medical Centre

Procedure for Complaints, Comments and Suggestions

We endeavour to give patients the best possible service at all times but there may be occasions when you wish to express your dissatisfaction or make comments or suggestions.

If you have suggestions for improvement or comments on the services, premises, staff etc—good or otherwise—please tell any member of our Primary Health Care Team, who will pass the information to the Practice Manager, or if you prefer, you can write to or telephone the Practice Manager, or email on

abbottswood.wp@nhs.net

Complaints

To try and make the matter of dealing with complaints easier and fairer we have an 'in house' complaints procedure. This does not deal with matters of legal liability or the question of compensation, but will give us the opportunity of investigating and if necessary, correcting any problems which may arise or mistakes that have been made.

It is the intention of the National Health Service that complaints should be dealt with locally, but you have the right to complain to the Parliamentary and Health Service Ombudsman. You can contact them by visiting www.ombudsman.org.uk

or by calling 0345 015 4033.

If you wish to make a complaint

- Contact the Practice Manager — either by telephone, in person or, by completing the complaint form in this leaflet.
- Please note that we have to respect patient confidentiality, therefore if you are complaining on behalf of someone else, their written consent may be necessary.

What will happen

We may be able to resolve your complaint straight away after you have reported it to one of our 'front-line' staff. If this is the case, it will be recorded and forwarded to the Practice Manager as a resolved complaint.

If this is not possible the complaint will be forwarded to the Practice Manager, or the Reception & Patient Services Manager in her absence, who will acknowledge receipt of the complaint by telephone or in writing within 24-48 hours, but will not make any decision at this stage.

The complaint will then be investigated by the Practice Manager and if necessary, the Partner who has been designated to deal with complaints.

The Practice Manager or Partner will then provide you with an explanation within 10 working days, subject to staff absence and holidays. They may also telephone to discuss the matter.

Response to you

We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken.

We trust that, at the end of the process, you will feel satisfied that the matter has been resolved and the Practice will have the opportunity to improve quality of services to patients.

If you are not satisfied with the outcome we can suggest avenues of action with appropriate authorities.

Staff complaints about Patients

The Staff have the same rights as patients. If a member of staff feels the need to complain, they complete a Complaint Form and pass it to the Practice Manager who investigates the matter, discusses it with the patient's usual doctor and if necessary, writes to the patient to bring the matter to their attention.