

## **MARSH SURGERY COMPLAINTS PROCEDURE**

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our complaints procedure, created to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you decide to use this procedure it will not affect your right to complain to the Health Services Authority.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint. Full details will be taken and a decision will be made on how best to carry out the investigation.

If you can email your complaint to [Jabina.khan@nhs.net](mailto:Jabina.khan@nhs.net) and receipt of the email will be acknowledged within 3 working days and we will look into the complaint within 14 working days. We believe it is vital to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 14 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.