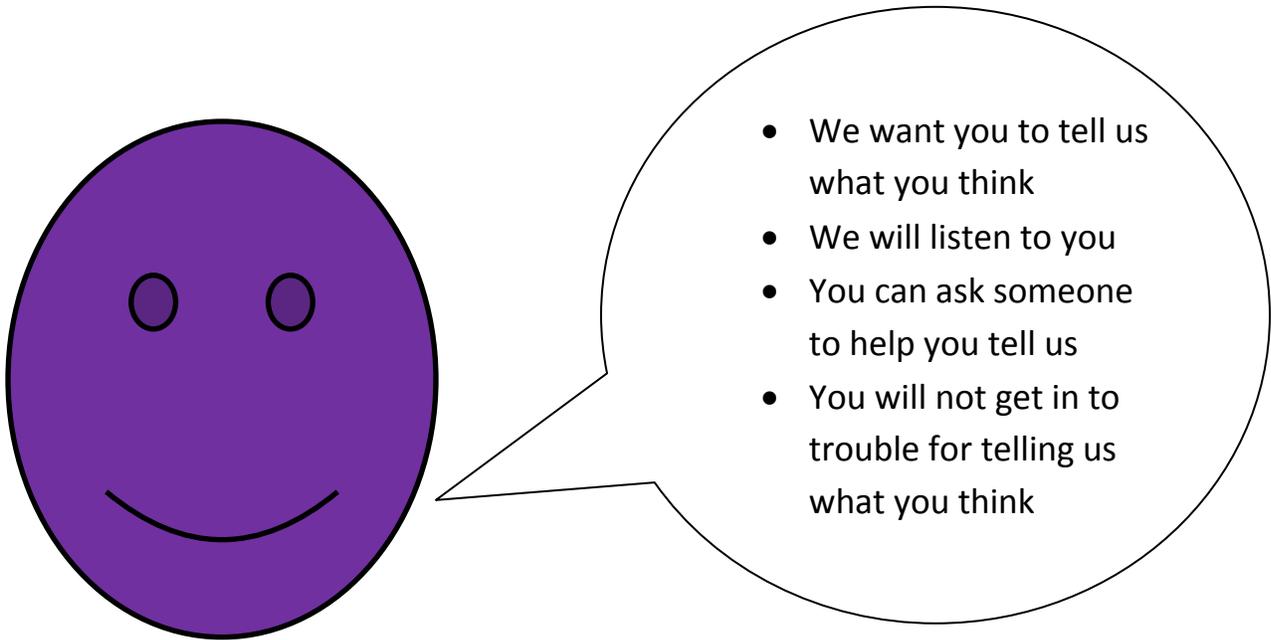


## Making a complaint

Is it alright to complain? YES

Why? You have rights



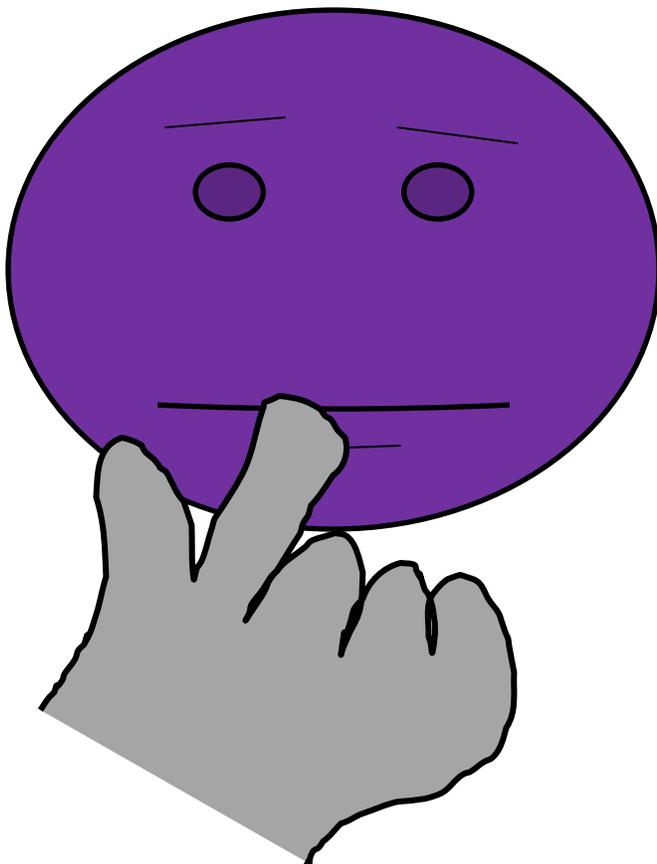
This leaflet tells you what to do to make a complaint, comment or compliment the Doctors Surgery.

# Do you think?

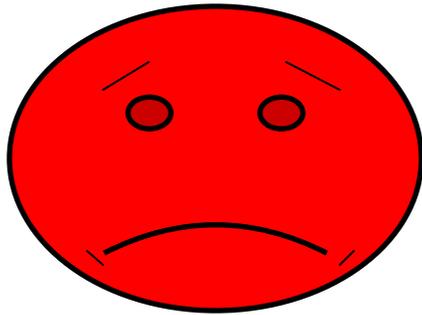
I will get in  
to trouble.....

No one will  
believe me .....

No one  
will listen  
to me.....

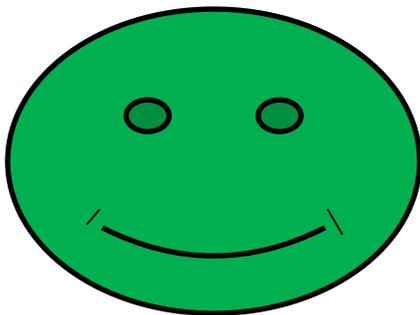
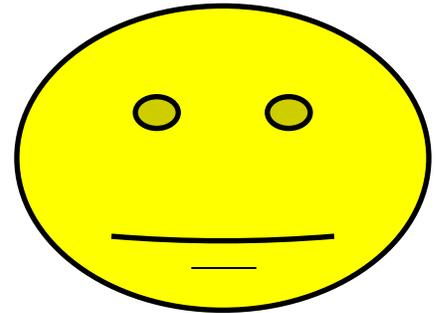


# You have rights



If you tell someone you are not happy and want something changed, this is a **COMPLAINT**

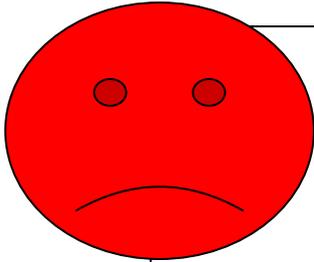
If you say how things could improve, this is a **COMMENT**



If you tell someone you are happy and things are good, this is a **COMPLIMENT**

Name:.....

Where I live:.....



I am unhappy and I want to make a **complaint** about:



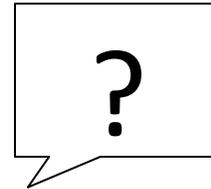
The Doctors or Nurses



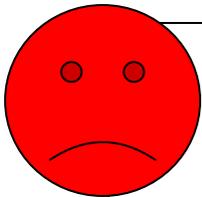
Reception



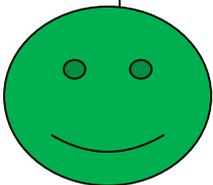
How the surgery runs



Something else



I am unhappy about:

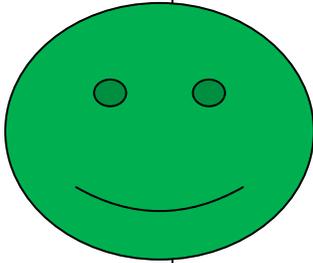


It would make me happy if:

Please fill out the form and hand it in to reception

Name:.....

Where I live:.....



I am happy and I want to make a **compliment** about:

Empty space for writing a compliment.

I want to say:

Empty space for writing what you want to say.

Please fill out the form and hand it in to reception

## What happens to your complaints form?



- Your form or letter is read by the complaints department
- Someone will talk to you to explain what happens when you make a complaint
- You will have a reply within 30 days but it may take a little longer to sort out your problem
- You should tell us if you are not happy and the complaints manager will explain what else can be done about it
- You can ask someone else to talk to us for you, but you must tell us that is what you would like to do

## Taking it further

If you are not happy with what has happened with your complaint you can get in touch with the Ombudsman.

Their contact details are:

**The Parliamentary and Health Service**

**Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

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