





Rectory Meadow Surgery Complaints Procedure

This is an EasyRead version of our Complaints
Procedure



About this Booklet

	<p>Sometimes things go wrong with our health services</p>
	<p>This booklet tells you what to do if you want to complain if you are not happy about the care from Rectory Meadow Surgery</p>
 	<p>The thing you want to complain about might be your medical care or the way you are treated by the staff</p>
	<p>There are different ways to complain:</p>



You can:

- Talk to someone – ask to speak to the Practice Manager



- Telephone - ask to speak to the Practice Manager



- Write a letter – address it to the Practice Manager



The Practice Manager will explain how our Complaints process works and what happens next

	<p>It is a good idea to write down the name of the person you speak to about your complaint</p>
	<p>If you need help to make your complaint, you can speak to PALS (the Patient Advice & Liaison Service)</p>
	<p>It is free to use and they will keep your information secret</p>
	<p>PALS telephone number is: 0800 328 5640</p>
	<p>You should also write down what everyone says</p>

	<p>We will look into your complaint and let you know within 10 days what we have found out. We will let you know if we think it will take longer than 10 days to do this.</p>
	<p>We will tell you how we might make changes to our service when we have listened to your complaint</p>
	<p>If you are not happy with how your complaint is dealt with, you can contact the Health Service Ombudsman. This is free and they do not work for the NHS</p>
	<p>They will usually only look at your complaint after we have tried to sort it out for you.</p>

	<p>You can contact the Ombudsman by: Telephone: 0345 015 4033</p>
	<p>Email: phso.enquiries@ombudsman.org.uk</p>
	<p>Textphone: 0300 061 4298</p>
	<p>Write to: Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP</p>