

## Complaint Form

You can make a complaint verbally, in writing or by email, for all formats we encourage the following template to help us respond to your concerns.

You will receive an acknowledgement and the offer of a discussion about the handling of your complaint within 3 working days of receiving your complaint.

This discussion will cover the period within which a response to your complaint is likely to be sent.

Once your complaint has been investigated, you'll receive a written response which sets out the findings and, where appropriate, provide apologies and information about what's being done as a result of your complaint.

1. Please describe in one or two sentences the issues that have lead to this complaint? This will help us understand the key problems that you have experienced.

2. Has this problem occurred previously?

3. Please can you identify where the issue may have arisen? For example did this happen as a result of conflicting messages, a personality conflict, a problem with communication within the surgery etc.

4. Are you looking for a specific outcome from this complaint? Common outcomes that help us improve our service include, training, improved communication, looking at ways to work differently, or simply by apologising where your experience has not been as you had wished.

5. We would like to review your complaint as part of our complaints procedure to ensure our systems are as efficient as we can make them, are you happy for us to review things going forward?