

## **HOW TO MAKE A COMPLAINT - PHOENIX FAMILY CARE**

If you wish to make a complaint in writing:-

Request a complaints form from the Reception CSC/1.

The Practice Manager will speak with you if you wish to discuss any issues while you are in the surgery/or if you wish the Practice Manager will contact you to arrange a convenient time for you to come into discuss any concerns that you may have.

At the time of the meeting the patient will be informed that the Practice will investigate or discuss the matter and report back within two weeks. In the case of a complaint we will acknowledge within three working days.

Depending on the nature of the complaint the staff member will endeavour to resolve it to the satisfaction of the patient.

If the complaint concerns either a clinical matter or a doctor's attitude, with the patient's agreement, the doctor concerned or the lead partner for the Practice will be involved.

The patient should be informed of the outcome either by invitation to a meeting to discuss his/her complaint or by a visit. Minor matters may be dealt with by telephone followed up by a letter.

A separate file is kept for the complaint records and these are not filed in patient's records.

Issues raised by patients will be routinely discussed at practice meetings.

The Practice will follow up with a satisfaction questionnaire to see if the patient was happy with the outcome and the way in which the complaint was handled.