

The Family Medical Centre
171 Carlton Road
Nottingham
NG3 2FW

COMPLAINTS

Not happy with the service you have received?

Don't be afraid to speak up! We need your feedback to improve our service.

Tel 0115 9504068
nnicb-nn.c84018@nhs.net
www.familymedicalcentre.co.uk

The Practice Procedure



Complaints

If you have a concern or complaint about the service you have received from anyone working at the Practice please let us know.

If your problem cannot be sorted out easily and at the time with the person concerned please could you contact us as soon as possible, ideally within a matter of days as this will enable us to establish what happened more easily.

If this is not possible then we would request that you let us have details of your complaint within 6 months of the incident or within 6 months of discovering the incident if it is within 1 year of the incident.

Please address all complaints to the Practice Manager or you may like to make an appointment to discuss your concerns with her. She will explain the complaints procedure to you and make sure that your complaint is dealt with promptly.

Our commitment to you

We will acknowledge your complaint within 2 working days.
We aim to look into your complaint within 10 days

- To find out what went wrong
- To make it possible for you to discuss the problem
- To ensure that you receive an apology if appropriate
- Identify what we can do to make sure that the problem does not happen again.

Please note that if you are complaining on behalf of someone else then we will need their written permission unless they are incapable of providing this.

We hope that if you have a problem you will use our practice complaints procedure, as we believe that it gives us the best chance of putting right whatever has gone wrong and an opportunity to improve the practice.

If you feel that you cannot discuss your complaint with us or are dissatisfied with the result of our investigation you should contact :

NHS Integrated Care Board

Patient Experience Team, Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU

Tel: 0115 8839570

Email: nnicb-nn.patientexperience@nhs.net

If your complaint is about any other NHS service in Nottingham, you can also contact:

NHS Nottingham City Clinical Commissioning Group

1 Standard Court
Park Row
Nottingham
NG1 6GN

Tel: 0115 8839570

Email: patientexperienceteam@nottinghamcity.nhs.uk

If you want help or support with your complaint, POhWER can provide you with support and advocacy.

POhWER
advocacy, making your voice heard

Tel: 0300 020 0093

Email: yourvoicethechoice@pohwer.net

Please be assured that you can speak in confidence and that a non-discriminatory approach is taken to all complaints. Making a complaint will not put your care at risk in any way.

