

Basildon road surgery

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. If this is not possible or the issue cannot be resolved at this stage, please contact Pauline Clelland the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If you wish to make a formal complaint, please put the complaint in writing to the Practice Manager – Pauline Clelland as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

The Practice manager will then investigate the matter fully and send you a reply within 40 days of the initial complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

Reviewed By: Practice Manager
Reviewed: Jan 18
Re-review: Jan 19