***Thank you for message/letter/email. To help the surgery address your concern please complete the following information and return it to the surgery.***

Name: Date of birth:

Address

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

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Has this problem occurred previously? If yes, please can you give brief details?

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

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

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Your concern will be investigated and used as a fact-finding, information gathering tool to help us to improve our services. This form will not instigate the full complaints procedure. Please add any other comments that you feel may help us below. Or Contact us if you wish to instigate our complaints procedure.

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Thank you for taking the time to complete our form.

Tarleton Group Practice