

# How to Complain





## What is a complaint?

Telling someone that you are not happy about something.

This may be something about your medical treatment, the staff or the medical centre building.

If you can, tell someone straight away that you are not happy.



If you are still not happy, you can make a **formal complaint**.



## Who can make a complaint?

Anyone who is a patient at the surgery.

Someone else can make a complaint for you. If you agree in writing.



You must complain within 12 months.



## How to make a formal complaint

You need to make your complaint to -

**Helen Garfield, Practice Manager**



If you can, write down what you are not happy about and why.

Take it to or post it to Helen Garfield at:



The Spa Medical Practice  
Droitwich Medical Centre  
Ombersley Street  
Droitwich Spa WR9 8RD



If you find it difficult to write it down, you can phone Helen or make an appointment to meet her.



**Telephone: 01905 772389**

**What will happen next?**



We will tell you we have your complaint within 3 working days



We will take an appropriate amount of time to investigate your complaint so that we can write to you or meet you to tell you what will happen

### **If you are still not happy**



You can contact the **Health Service Ombudsman**.

They look at complaints about any NHS health services in England.



0345 015 4033

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



If you need some support with making a complaint you can contact

**Onside Advocacy** in Worcester.

01905 27525