

Showell Park Health Centre

How to Make a Complaint



Updated April 2016



Wolverhampton Doctors Ltd are committed to the provision of high quality services. To help us to do this we need to know what you think about the service you received.

Tell us what you think we got right and the things we didn't - this helps us to make sure we get things right in the future.

Of course, we hope that you are happy with the service you have received but if not and you feel something is wrong then this leaflet explains your right to make a complaint and how this will be dealt with. Any complaints that you make will be treated confidentially and will be dealt with as quickly as possible.

Who can make a complaint?

Any person can make a complaint, the patient, client, carer, relative, parent etc. However, we do require consent from the patient for any complaint to be pursued on their behalf.

What sort of things could you complain about?

Your complaint could be about any aspect of care, treatment or service offered by the organisation, whether it be the quality of the service you receive, the lack of a service, or the attitudes, actions or behaviour of staff. Where a complaint involves other local services we would need your consent to contact the services if necessary for us to resolve the complaint.

**whatever your views...
we want to hear
what you think!!**

Where to obtain independent help and advice:

Health Watch

01902 426271

Or email on info@healthwatchwolverhampton.co.uk

WHACS (Wolverhampton Health Advocacy Complaints Services)

01902 572399

[Www.whacs.org.uk](http://www.whacs.org.uk)

POHWER—NHS Complaints (Citizens Advice Bureau)

Contact your regional ICAS on: 0845 120 3748

Mid Staffs Mind

Barn 3 Office 9

Dunston Business Village

Stafford Road, Dunston, Stafford, Staffordshire

ST18 9AB

Tel:01785747070

Age Concern Advocacy Scheme

Hupton House

93-94 Darlington Street Wolverhampton WV14EX

Tel: 01902 572060

Wolverhampton Mediation Service

282 Long Ley

Heath Town

Wolverhampton

WV100HS

Tel: 01902 552792

