

## **RED ROOFS SURGERY IN-HOUSE COMPLAINTS PROCEDURE**

If you have any complaint or concern regarding the service you have received, either from a member of the medical team or any of the ancillary staff working at Red Roofs, you are entitled to an explanation.

To this end, we operate an informal procedure in order for you to receive an explanation regarding your complaint quickly.

The following points must be noted, however:

1. This procedure does not deal with matters of legal liability or compensation
2. This procedure does not affect your right to make a formal complaint to the local Clinical Commissioning Group, NHS England, or any other statutory body.
3. There may be some instances where our own procedure is an inappropriate form of investigation. This being the case, you will be informed and advised as to what the appropriate body would be.

You should first discuss your complaint with the receptionist and a form filled out. The Practice Manager will arrange for the complaint to be investigated by a member of the practice team. Our aim is to report back to you within ten working days of receiving your complaint. However, there may be some cases or instances where more time will be required. We will endeavour at all times to keep you fully informed of developments.

Please note that we are bound by the strict rules of medical confidentiality and we cannot release or provide information without the appropriate authority if you are making the complaint on behalf of someone else. Written permission will be required.

Please be assured if you do have a complaint to make about us, every effort will be made to resolve it to both parties' satisfaction.