

# **BLACKFRAIRS MEDICAL PRACTICE**

## **Practice Complaints Procedure**

Complaints should be addressed to the Practice Manager in the first instance.

Complaints will be acknowledged within 5 working days and our aim is to investigate the complaint within ten working days. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into complaints we shall aim to:

- Find out what happened and what went wrong

- Make it possible for the patient to discuss the problem with those concerned, if deemed appropriate

- Make sure an apology is issued, if appropriate, or full explanation is given

- Identify what we can do to ensure the problem does not recur

Patients who are not satisfied with the Practice complaints procedure have the right to contact the ombudsman. How to make a complaint about the NHS leaflets are located at the front reception desk.

The Practice Manager and senior partner review complaints on a quarterly basis to ensure that all appropriate action has been taken.