

COMPLAINTS PROCEDURE

1. Purpose

We are committed to providing a high-quality, professional service. If you are unhappy with any aspect of the service you have received, we want to know so we can address your concerns promptly, fairly, and openly. This procedure explains how you can raise a complaint, how we will handle it, and what you can expect.

2. How to Make a Complaint

- You may raise a complaint **verbally, in writing**, or by **email**.
- Please provide as much detail as possible, including:
 - Your name and contact details
 - The nature of your concern (with dates, if relevant)
 - The outcome you are seeking (if applicable)

3. Acknowledgement

- We will acknowledge receipt of your complaint **within 5 working days**.
- You will be informed of who will be handling your complaint.

4. Investigation

- Your complaint will be reviewed by the **Complaints Lead** (or a senior member of the practice not directly involved in the matter).
- We may contact you for further information or clarification.
- We aim to complete our investigation and provide a written response **within 20 working days**. If more time is required (for example, to obtain further information), we will let you know and provide an updated timescale.

5. Response

Our written response will:

- Summarise the complaint raised
- Set out our findings and any evidence considered
- Explain any actions we have taken or propose to take to address the issue
- Where appropriate, include an apology

6. If You Remain Dissatisfied

If you are not satisfied with our final response, you may be entitled to escalate your complaint to the relevant external body, depending on the nature of your concern. For example:

- **Healthcare professionals:** the relevant professional regulator (e.g. GMC, HCPC, NMC)
- **Legal professionals:** the Legal Ombudsman or Solicitors Regulation Authority
- **Data protection issues:** the Information Commissioner's Office (ICO)

Details of the appropriate route will be provided in our final response.

7. Confidentiality

All complaints will be handled in strict confidence and in line with our professional and legal obligations, including data protection requirements.

8. Monitoring and Learning

- All complaints will be logged and reviewed regularly.
- Lessons learned will be used to improve our services and prevent recurrence.