



Complaints

Procedure

If you are unhappy or concerned about the provision of service you have received or experienced at Aitune Medical Practice, as a valued patient of ours, you have the right to complain.

We are looking to be the very best we can be, and your feedback offers us an important opportunity to improve the quality of our services for our patients....*you are helping us to help you.*

How do I complain?

Aitune Medical Practice hopes that most problems can be quickly and easily resolved, often at the time they arise and with the person involved.

However, if you feel your problem cannot be solved in this way, you have the right to make a complaint. We advise that you inform us in writing of your complaint, as quickly as possible. In order for us to establish what has happened more easily.

If this is not possible, please ensure you inform us of your complaint within 12 months of when the matter occurred, or when the matter came to your attention.

All complaints should be made in writing and addressed 'Private and Confidential' to the Practice Manager, Philip Hope. Please include;

- What or who you are complaining about.
- What happened and when.
- What you would like to be done about your complaint.
- How we should contact you.

Alternatively, you can arrange an appointment with Philip.

During this appointment, the complaints procedure will be explained to you, and your concerns will be documented to ensure they are dealt with effectively.

What will we do?

We will acknowledge your complaint within 3 working days. We will advise you on when you will receive a response to your complaint; this will be within 6 months.

During this time we will;

- Establish and document what happened and what went wrong.
- Identify the root causes of the problem to ensure the problem doesn't happen again.
- Ensure, where appropriate, you have received a written apology.
- If you wish, arrange a meeting for you to discuss the problem with those concerned.

Confidentiality

If you are making a complaint for someone else, we will need written consent from them, unless they are unable to provide this.

Further action

If you are unhappy with the outcome of your complaint, or how your complaint was dealt with, you can contact;

PALS (Patient Advice and Liaison service)

Freephone – **0800 783 7279**

NHS England

Complaints Team, NHS
England, PO Box 16738,
Redditch, B97 9PT

Tel – **0300 311 2233**

Health Service Ombudsman for England

Millbank Tower, Millbank,
London, SW1P 4QP

Tel – **0345 015 4033**

www.ombudsman.org.uk

**For more information or to
contact the surgery, please
see below;**

Aitune Medical Practice

Midland St, Long Eaton,
Nottingham, NG10 1RY

Telephone – **0115 855 42 50**