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**Making a complaint**

Although we work hard to offer high standards of service and care, things can sometimes go wrong.  Should this happen, we will do all that we can to put things right for you, and to make sure that the same thing doesn't happen again.

We take all complaints very seriously and will look into each matter.  We will respond to you as quickly as possible.

## Talking it through

If you have a concern about the care that you have received, it is best to try to sort it out straight away.

Who to talk to:

* Practice Manager: Gillian Tobin
* Reception Team Leader: Lisa Davies

Hopefully we will be able to sort out your concern very quickly.

*If your complaint is about a staff member, please try to obtain their name.*

## What if I am not satisfied?

If you are not satisfied with the response that you receive, you can make a formal complaint

**Making a formal complaint**

If you wish to make a formal complaint, please write to:

Gillian Tobin

Practice Manager

The Mountwood Surgery

Rickmansworth Road

Northwood

HA6 2RG

## Writing a complaint

Ideally, all complaints should be made within six months of the issue, as this makes it easier for everyone to remember what happened and helps us to respond quickly.

Please give as much relevant information as you can, including your name and address. If relevant, also include the name of the doctor or nurse caring for you.

If you are raising more than one concern, it helps to number each point. This helps us to make sure we answer all of your concerns.

You can ask a friend or relative to make a concern on your behalf. If you do, we will ask you to sign a consent form, giving us permission to disclose your personal information to this person.

## What happens next?

We will send you a letter to acknowledge your complaint within three working days. We will do our best to give you a full reply as quickly as possible - usually within 25 working days. If we think it will take longer than this to investigate your complaint fully, we will let you know.

Sometimes, we may invite you to a meeting to discuss your case with the relevant staff. You can invite a relative or friend to this meeting.

## What can I expect from the process?

As a result of a complaint, The Mountwood Surgery can:

* Carry out an investigation and offer an explanation for what happened
* Offer an apology or some other statement of regret
* Take steps to put matters right and ensure you that they have done so.

Your complaint is not kept in your medical notes, so will not affect your future care in any way.

We are fully committed to learning from all the complaints we receive.

## What if I am still not happy?

If you are not satisfied with our reply you have the right to refer the matter to the Parliamentary Ombudsman. Contact details are:

The Parliamentary Ombudsman

Milbank Tower, Milbank, London, SW1P 4QP

Tel: 0845 015 4033

Fax: 020 7217 4940

Textphone: 020 7217 4066

If you require any independent support or advice, you can contact the Independent Complaints Advocacy Service on 0300 456 2370

Gillian Tobin (Practice Manager)