

RIVERSIDE SURGERY PATIENT COMPLAINTS

This procedure sets out the Practice's approach to the handling of complaints.

All complaints are to be made in writing to the Practice Manager or GP Partner for complaints handling (Dr. R Williams). You should include your full contact details and a description of your complaint. Your complaint should have the following:

- your name and contact details
- a clear description of your complaint and any relevant times and dates
- details of any other relevant healthcare providers or services

All complaints will be recorded and acknowledged in writing within 3 working days of receipt. We will ensure that the complaint is properly investigated and aim to reply to you in writing within 10 working days, or we will give you an estimated timescale in which we would be able to reply.

If you are not satisfied with the outcome you have the right to refer the matter to the Parliamentary & Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP