

Complaints Procedure



We aim to provide the best possible service to our patients.

If you have a complaint to make about our service, please speak to the receptionist and ask for our complaints pack or ask to speak to our senior receptionist

We promise to deal with your concerns as quickly as possible.

**If you are not satisfied with the way we deal with your complaint, you write to the practice or contact NHS England on: 0300 311 2233
Email: england.contactus@nhs.net**

**Alternatively you can the Parliamentary and Health Service Ombudsman on: 0345 015 4033
Email: phso.enquiries@ombudsman.org**