

**ST JOHNS MEDICAL CENTRE
ST JOHNS ROAD
ALTRINCHAM
CHESHIRE
WA14 2NW**

COMPLAINT FORM

Patient Full Name:

Date of Birth:

Address:

Complaint details: (Include dates, times, and names of Practice personnel, if known):

Signed:

Print Name:

Date:

PATIENT THIRD PARTY CONSENT

Patient's Name _____

Telephone No: _____

Address _____

Complainant's Name _____

Telephone No: _____

Address: _____

If you are complaining on behalf of a patient or your complaint or enquiry involves the medical care of a patient, then the consent of the patient will be required. Please obtain the patient's signed consent below.

I fully consent to my doctor releasing information, and discussing my care and medical records, with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

Signed:
.....

Date:
.....

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from the doctors or any of the staff at St Johns Medical Centre, Please let us know. We operate a Practice complaints procedure as part of an NHS system for dealing with complaints. Our procedure meets national criteria.

HOW TO COMPLAIN

We envisage that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible.

The period for making a complaint is normally:

- (a) 12 months from the date on which the event which is the subject of the complaint occurred; or
- (b) 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

Complaints should be addressed to the Practice Manager. In their absence complaints will be managed firstly by the Assistant Practice Manager and Head Receptionist.

WHAT WE WILL DO

We will acknowledge your complaint within three working days and aim to have looked into your complaint within twenty working days of the date when you raised it with us. We should then be in a position to offer you an explanation, or a meeting with the people involved.