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# Complaints Procedure

We try to always give you the best service possible, but there may be occasions when you feel you wish to express dissatisfaction.

We offer a procedure to deal with your concerns. This procedure does not deal with matters of legal liability or compensation; but we hope you will use it to give us an opportunity to investigate, and if necessary, correct any problems.

If you wish to make a complaint, please contact our Business Manager by phone or in writing. She will take full details of your complaint and decide how best to undertake the investigation (to respect confidentiality a patient’s consent will be necessary if a complaint is not made by the patient directly).

We will acknowledge your complaint within 3 working days of receipt and offer you the option to discuss your concerns either by telephone or by arranging a private meeting with our Business Manager. All written complaints will be directed to our Business Manager. We aim to resolve complaints within 20 working days. We will endeavour to let you know if the investigation is likely to take longer.

We hope to address your concerns fully, providing you with an explanation and discuss any actions to be taken. We trust that after this process you will feel satisfied that the matter has been resolved. However, if this is not possible, we can suggest avenues of further action with appropriate authorities.

Making a complaint to us will not affect your right to complain to the Kent and Medway ICB or to the Health Service Ombudsmen.