

## **Complaints Procedure - Greens Norton & Weedon Medical Practice**

We aim to always provide the highest standard of care and service. However, if you feel we have fallen short, we want to hear from you. Your feedback helps us improve our services.

### **How to Raise a Complaint:**

We encourage patients to raise any concerns with a member of our reception team in the first instance, as many issues can often be resolved quickly.

If you would prefer, or if your concern requires a more detailed review, we ask that complaints are submitted in writing (by letter or email). This allows us to carry out a full and thorough investigation.

Please address written complaints to:

- Administration Manager
- Greens Norton & Weedon Medical Practice
- Email: [northantsicb.gnwmpadmin@nhs.net](mailto:northantsicb.gnwmpadmin@nhs.net)
- Address: Weedon Surgery (Main Office), 57 New Croft, Weedon, Northampton NN7 4RX

### **What to Include:**

Complaints should be made within 12 months of the incident or awareness of it. To help us investigate your concerns, please provide:

- Your name, address, date of birth and contact details (telephone/email address)
- A clear description of your complaint
- The date(s) and time(s) of the issue
- Any relevant details

### **What Happens Next:**

- We will acknowledge your complaint within 3 working days
- We aim to investigate and respond within 30 working days
- If there is any delay, we will keep you informed



**Confidentiality:**

All complaints are handled confidentially and will not affect your care or treatment in any way.

**If You Are Not Satisfied:**

If you are unhappy with our response, you can contact:

Parliamentary Health Service Ombudsman (PHSO):

- Address: Milbank Tower, Milbank, London SW1P 4QP
- Telephone: 0345 015 4033
- Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Thank You:**

We appreciate you taking the time to provide feedback. Your comments help us improve the quality of care for all our patients.