



Complaints are taken very seriously in the Centre and we try to ensure that all our patients are pleased with our service. Problems and misunderstandings do occur from time to time however.

Our code of practice for handling complaints is detailed below:

- ◇ Our aim is to react to complaints in the same way that we would want our own complaint handled.
- ◇ We hope to learn from every case and to respond to patients' concerns in a caring and sensitive way.
- ◇ The person responsible for dealing with any complaint is Mr Chadwick.
- ◇ When a patient complains on the telephone or at the reception desk we will listen and pass on the information to Mr Chadwick.
- ◇ All complaints will be acknowledged in writing within 3 working days if possible.
- ◇ We will seek to investigate the complaint and respond in writing as soon as possible.
- ◇ Proper and comprehensive records are kept of any complaint received.
- ◇ If your complaint is about NHS care and you are not satisfied with the result of our investigation, you may wish to complain to the Health Care Commission.
- ◇ Or telephone the Local Patient Advice and Liaison Service on 0800 032 1107