

Slade Green Medical Centre
156 Bridge Road
Slade Green
Kent
DA8 2HS
Tel: 01322 334884
Email Address: sladegreen.medicalcentre@nhs.net

DR. J SHARMA DR. S NEHRU DR. N NEHRU

Practice Manager – Sarah-Louise Branch

COMPLAINTS PROCEDURE

Whilst we constantly strive to provide good, friendly and efficient services, we realise that occasionally things do not go as smoothly as we would like. We are always pleased to receive constructive criticism, so if you have any suggestions or are unhappy about any aspect of our services please bring it to the notice of the Practice Manager

- You can make a complaint verbally, in writing or by email. If you make your complaint verbally, a record of your complaint will be made and you'll be provided with a written copy
- Formal Complaints need to be in writing and addressed directly to the Practice Manager within 12 months of the incident.
- Please provide dates, names and as much information as you can which will allow us to investigate your complaint.
- Your Formal Complaint will be acknowledged by the Practice Manager in writing within 3 working days upon receipt. In addition, you will be advised how the complaint is going to be handled ie, investigations or an offer of a discussion.
- We intend to resolve your Formal Complaint within 25 working days (however depending on the nature of the Formal Complaint, you may expect delays). You will be notified in writing.
- The response you receive will set out the findings and where appropriate, provide apologies and information about what action has been taken as a result of your Formal complaint.
- The response you receive will also include information about how your Formal complaint can be escalated to the relevant ombudsman.
- Informal complaints will receive the same consideration when responding.
- All complaints received are dealt with according to the NHS complaints procedure.
- If you're complaining on behalf of someone else, include their written consent with your letter (if you're making your complaint in writing) as this will speed up the process.
- Patients can also get help and advice about making a complaint from NHS England by telephone 0300 311 2233.
- Please send your complaints (whether formal or informal) to sladegreen.medicalcentre@nhs.net. Please address to the Practice Manager.
- Please be assured that all complaints are treated seriously and confidential.

Zero Tolerance Violence Policy

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

UPDATED AND REVIEWED – AUGUST 2023