

The Manor Clinic

PRACTICE COMPLAINTS PROCEDURE

If you have a concern or complaint about the service you have received from the doctors or any of the staff working in this Practice, please let us know. We have a procedure that meets national criteria for complaints in General Practice.

How to Complain:

We hope that problems can be sorted out easily and quickly, often at the time that 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 tell us as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem or
- Within 12 months of discovering that you have a problem.

Written complaints should be addressed to Nicola O'Connor, the Practice Manager or Dr Chireka, the Senior Partner. You will be explained the complaints procedure, and we will make sure your concerns are dealt with promptly. It will be a great help, if you are as specific as possible about your complaint.

What we shall do:

We shall aim to acknowledge your complaint within three working days. We will investigate the complaint by finding out what happened, and what went wrong, and identify what we can do to make sure the problem does not happen again. We will reply to you and arrange a meeting with those concerned if you would like.

If you are not satisfied that your complaint has been dealt with satisfactorily, you may take your complaint to the Health Service Ombudsman. You need to provide reasons for your continued dissatisfaction and demonstrate that you are suffering continuing hardship or injustice and that there is a reasonable prospect of a achieving a worthwhile outcome,

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1p 4QP

Tel: 0345 015 4033

Website: [Contact us](#) | [Parliamentary and Health Service Ombudsman \(PHSO\)](#)