

HOW TO COMPLAIN

Are you under 18?

Are you unhappy about the service you have received from us or worried about something?

Speak to us

Who to speak to:



One of our receptionists

Speak to any of our friendly receptionists at the main desk who will be happy to help.



Tracy Bowden – the practice manager

Come to the main desk and ask to speak to Tracy.

Email Tracy at tracy.bowden@gp-j81016.nhs.uk

Telephone Tracy on 01305 751335



Your doctor

Email reception@gp-j81016.nhs.uk and we will forward your message to your doctor.

Telephone reception on 01305 262886 and ask to speak to your doctor – if he/she is busy they will call you back.

Write to us

Fill in the attached form and give it to one of our receptionists or send it to:

Queens Avenue Surgery, 14 Queens Avenue, Dorchester, DT1 2EW

COMPLAINT FORM

Your name:.....

Your date of birth:.....

Your address:.....

.....

I am unhappy because:

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Please contact me by:

Email (please give your email address) Yes/No

.....

Telephone (please give your home number or mobile number) Yes/No

.....

Text (please give your mobile number) Yes/No

.....

Letter Yes/No
(we will use the address above)

What happens next?

- ➡ We will let you know within one week that we have received your complaint.
- ➡ We will ask if you would like to talk to us.
- ➡ We will find out what went wrong.
- ➡ We will write to you or telephone you to tell you what we have done.

If you are under 16 we may need to contact your parents or guardian but we will talk to you about this first.

What if I am still unhappy?

If we have not answered all your questions and you still feel unhappy, you can contact:

Address: Dorset Advocacy Service
Unit 13-15
Jubilee Court
Paceycombe Way
Poundbury
DT1 3AE

Telephone: 0300 343 7000

Email: nhscomplaints@dorsetadvocacy.co.uk

This service can help you with your complaint.

If you are under 16 they may need to contact your parents but they will talk to you about this first.