

## **THE VALE OF NEATH PRACTICE**

"Bodfeddyg", 102, High Street, Glynneath, NEATH, West Glamorgan, SA11 5AL

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# **Complaints Procedure**

1. At the Vale of Neath Practice, our aim is, of course, to provide the best services for our patients, and to continue the well established tradition of a very low requirement for complaints.
2. If, however, you are dissatisfied with any aspect of the service or treatment provided, we would be grateful if you could bring this to the attention of the person dealing with you.
3. After doing this, if you still feel you need to pursue a complaint formally, please follow the procedure below:
  - a) Please write to the Practice Manager, Mr. Alex Davies, with the details of your complaint. This will then be investigated and a response provided. Please provide as much information as possible to enable a thorough investigation.
  - b) If the response does not resolve the matter, please arrange an appointment to meet with the Practice Manager, who will try to provide a satisfactory answer and resolve the problem.
  - c) If it is not resolved at this stage, then request an appointment, in writing, with the Partners (doctors). We will then look into the matter and discuss it with you and, we hope, come to a mutually satisfactory conclusion.
  - d) If the complaint is not resolved at this stage, you may still write to the Local Health Board. Contact name and address details will be provided by the Practice, upon request.
4. We would also welcome any positive suggestions or comments.