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Dr A. McCleery	MB BCH BAO DRCOG DCH MRCGP
Dr H Acheson	MB BCH BAO DRCOG MRCGP
Dr S. McLernon	MB BCH BAO DRCOG DCH MRCGPcert
Dr B. McAuley	MB BCH BAO MRCGP PGDIP MH

Practice Complaints Procedure

We are committed to providing high-quality care and treating all our patients with dignity and respect. We welcome feedback and take complaints seriously, as they help us improve our services. If you are unhappy with any aspect of the care or service you have received, please let us know.

What is a complaint?

A complaint is an expression of dissatisfaction about:
Something we have done or failed to do, or the standard of service provided by our practice.

You do not need to put your complaint in writing — you can raise a concern in person, by phone, by email, or by letter.

Who can complain?

Complaints can be made by patients, a parent, carer, family member, or representative acting on a patient's behalf (with appropriate consent where required)

How to make a complaint

You can contact us by:

- Speaking to a member of staff
- Phoning the practice (02890 832 188)
- Writing to the Practice Manager (practicemanager.z00336@gp.hscni.net)
- Emailing the practice (reception.z00336@gp.hscni.net)

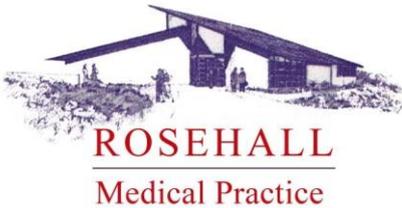
If you need help making a complaint — for example, due to a disability, language barrier, or personal circumstances — please let us know. We will make reasonable adjustments to support you.

How we handle complaints

We follow a two-stage complaints process in line with the Health and Social Care Model Complaints Handling Procedure

Stage 1 – Frontline Response (Local Resolution).

We aim to resolve most complaints quickly and informally.



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- We will listen to your concerns and try to resolve them within 5 working days. This may involve an explanation, an apology, or action to put things right. If needed, this stage may be extended by up to a further 5 working days.
- Complaints resolved at this stage do not normally require a written response, unless you ask for one.

If you are not satisfied with the outcome, you can ask for your complaint to be escalated to Stage 2.

Stage 2 – Investigation.

If your complaint cannot be resolved at Stage 1, or you remain dissatisfied. Your complaint will be investigated in more detail. We will acknowledge your complaint within 3 working days. You will receive a full written response within 20 working days. If we need more time, we will explain why and keep you updated.

Our response will:

- Address all the issues you raised
- Explain what we found and any action taken
- Include an apology where appropriate
- Explain what we have learned and how we will improve (if appropriate)
- Provide a named contact for any follow-up questions

What if I am still unhappy?

Once Stage 2 is complete, our complaints procedure is exhausted.

If your complaint relates to publicly funded NHS services and you remain dissatisfied, you have the right to refer your complaint to:

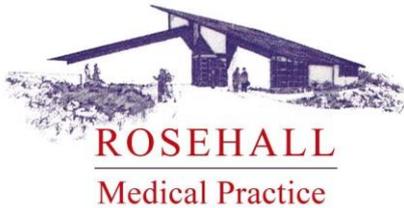
Northern Ireland Public Services Ombudsman (NIPSO)

Freephone: 0800 34 34 24

Telephone: 028 9023 3821

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk



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Private services

Complaints about private or self-funded services are not covered by the NHS complaints process and cannot be referred to NIPSO. However, we will still explain how these complaints will be handled.

Respect and behaviour

We understand that people may feel upset or distressed when raising a complaint. We ask that all communication remains respectful so we can address concerns fairly and effectively. Unacceptable behaviour towards staff will be managed in line with our practice policy, but this will not prevent your complaint from being considered.

Learning from complaints

We record all complaints and use them to:

- Improve our services
- Review practice systems
- Share learning with staff

We are obligated to share anonymised copies of complaints received with the Strategic Planning and Performance Group.