

HOW TO COMPLAIN

Tell us when we haven't got it right.

Importantly, we need you to tell us when we aren't meeting your expectations so that we can change and improve. Our formal complaints procedure has been developed using feedback from our patients and has most recently been approved in December 2022 by our senior management team.

Our four-step formal complaints process:

1. **Email or write to our Practice Manager**, outlining what or who you are complaining about. It is helpful if you can include the context of what happened, who was involved, and when it took place.
Email: sowoccg.stjohnshousesurgery@nhs.net with the subject line: "FAO Practice Manager - Complaint"
Or write to: The Practice Manager, St Johns House Medical Centre, 299 Bromyard Road, Worcester WR2 5FB
2. **We will acknowledge that we have received your complaint** by email, text or post usually within 72 hours (although there may be a delay).
3. **Our Practice Manager will complete an investigation** using the information you have provided to consider what went wrong, how it could've been avoided, and what action are we going to take to resolve your complaint.
4. **You will receive a formal response from our Practice Manager usually within 28 working days.** This will be via email or post. Our response will outline the findings from our investigation, how we can improve, and what action is being taken. Sometimes, it may take longer than 28 working days so we will keep you updated with an estimated timeline.

Your feedback doesn't stop there, we complete an organisation-wide review of all comments and complaints at our regular senior management meetings.