

PRACTICE COMPLAINTS PROCEDURE

If you wish to complain about our service, please let us know. We have a practice complaint procedure, which normally helps solve problems quickly.

1. HOW TO COMPLAIN

Most problems are best resolved at the time that they arise.

However, if you wish to make a more formal complaint then please do this as soon as possible, preferably within a few days to enable us to address the matter promptly. The maximum period we normally allow for looking into complaints is six months after realised that is happened

In the first instance, complaints should be addressed to:

Reza Najafi , 377 North End Road,Fulham,London ,SW6 1NP

Alternatively, you may ask for an appointment with:

Pauline Sheridan.

Please be as specific as possible about the complaint that you wish to make.

2. THE ACTION WE WILL TAKE

Normally, we will acknowledge your complaint within three working days and give you an explanation or arrange a meeting within ten working days.

3. COMPLAINING ON BEHALF OF SOMEONE ELSE

We observe strict rules of confidentiality. If someone is complaining on your behalf we will require written authority from you so they can act on your behalf.

4. COMPLAINING TO THE PRIMARY CARE TRUST

As we have said, our practice based complaints system normally resolves most matters. Our experience is that this is by far the best and simplest method of resolving complaints. However, if you feel unable to raise your complaint with us or remain dissatisfied with our investigation then you may raise the matter formally with NHS England.

In cases where complaints cannot be resolved locally, they now pass directly to the Health Service Ombudsman.

