

COMPLAINTS PROCEDURE

If you have a complaint or are concerned about the service or treatment you have received from the practice, please let us know.

Whilst we work hard to provide a high quality of service, we recognise that things can go wrong and that we need to learn from our mistakes.

We will attempt to address all complaints promptly and with sensitivity.

HOW TO MAKE A COMPLAINT:

Speak to us. We recommend this as a first course of action.

- (1) Speak to one of the receptionists (directly or by phone) and they will attempt to help you. Most problems can be dealt with quickly and our staff are in the best position to do this for you.*
- (2) If it is not something that the receptionist can deal with, you can ask to speak to the Management Partner. He will listen to your concerns and will attempt to resolve any problems raised.*

Write to us.

- (1) If you prefer to make your complaint in writing, you are entitled to do so. A Complaints Form is available at reception or on the practice website. This should be addressed to the Management Partner.*
- (2) You will receive an acknowledgement within 3 working days and a full response within 10 working days of the acknowledgement. All matters raised will be investigated by the Management Partner.*
- (3) Anonymised copies of all written complaints must be forwarded to the HSC Board in compliance with the HSC Complaints Procedure.*

Patients can see the assistance of the Patients and Clients Council at any stage.

We will make every effort to resolve all complaints within the practice, but if the complainant remains dissatisfied, they may take their complaint to the HSC Board or the NI Ombudsman.

Ballyclare Group Practice