

## **WE HOPE YOU ARE HAPPY WITH THE SERVICE THAT YOU HAVE RECEIVED**

- If however you are unhappy, often you are able to resolve the issue at the time that it arises with the person concerned.
- The Practice Manager is responsible for complaint handling for the practice; you can ask to speak to the Practice Manager for a confidential discussion concerning the incident.
- Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in **writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

*Within 12 months of the incident or within 12 months of you discovering the incident.*

- If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

Please send any written complaints to:

**The Practice Manager  
Fressingfield Medical Centre  
New Street  
Fressingfield  
Suffolk IP21 5PJ**

- We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If there is a delay in replying we will keep you informed.
- We pride ourselves on the service we provide and take any complaint against the practice very seriously, we always investigate complaints fully and look to see if there is anything that we can learn from the complaint.
- When your complaint has been fully investigated we will send you a final response. This will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

**You can also talk to the Patient Advice and Liaison Service (PALS). PALS provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. You can contact PALS in Suffolk on 0800 389 6819 or via email: [pals@suffolk.nhs.uk](mailto:pals@suffolk.nhs.uk)**

**Wherever possible, if you wish to make a complaint you should contact us. If you prefer to make your complaint to someone who is not directly involved in your care, you can contact: NHS England Complaints on 0300 311 22 33 or via e-mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

**If your complaint is not resolved to your satisfaction after these different options have been tried, you can contact the Health Service Ombudsman. The contact details are: The Parliamentary and Health Service Ombudsman on 0345 015 4033 or via e-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**