

When we look into your complaint we shall aim to:

- a) Find out what happened and what went wrong
- b) Make it possible for you to discuss the problem with those concerned, if you would like to do this:
- c) Make sure that you receive an apology, where this is appropriate:
- d) Identify what we can do to make sure that the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

OTHER WAYS TO COMPLAIN

We do hope that if you do have a problem that you will use our Practice Complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach help outside the practice.

If you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation. You can contact;

NHS England
Customer Contact Centre
PO Box 16738
Redditch
B97 9PT

england.contactus@nhs.net

Parliamentary and Health Service Ombudsman

www.ombudsman.org.uk

Tel: 034 5015 4033

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L.L. MEDICAL CARE LTD
(AGARWAL & AGRAWAL PRACTICE)

**LANGTHORNE HEALTH CENTRE,
13 LANGTHORNE ROAD,
LEYTONSTONE, LONDON, ELL 4HX
TEL NUMBER: 020 8539 2858**

[HTTP://WWW.LLMEDICAREAGARWAL.CO.UK/](http://www.llmedicareagarwal.co.uk/)

COMPLAINTS LEAFLET

The Doctors and staff at the practice are very interested to know what you are thinking about the services we offer at the surgery. We realise that there are times you may just want to make a comment about our work, others when you may have a good idea about how we may make improvement. We understand that people do not like making comments; complaints or suggestions, believing this might upset someone or cause problems.

We do however; positively welcome your views because we want to offer the best service possible. We hope that if you have a problem that you will use our complaints procedure in order to us to be able to resolve the matter locally in house.

HOW TO COMPLAIN

We take all these matter seriously. If you have a comment, complaints or suggestion, please tell a member of staff. He or she will ask you for some brief details and then pass these on immediately to our practice Manager, Debra Garey, who will either talk to you at that time or make contact with you within a few days.

If you would prefer to talk to a doctor or nurse, this can be arranged without difficulty.

If you would like to write down your views, please address your letter to Dr S Agarwal/ Dr V Agrawal. Alternatively you may ask for an appointment with Mrs Debra Garey, in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly and in the strictest confidence.

WHAT WE SHALL DO NEXT

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. (However it is possible that some complaints make take longer if they are of a more complex nature.) We shall then be in a position to offer you an explanation, or a meeting with the people involved.