



**PLEASE LET US KNOW IF YOU ARE NOT
SATISFIED WITH OUR SERVICE**

At Aspiring Medical Centre we value your feed-back, both positive and negative. If there is something you feel dissatisfied or unhappy about we would like you to tell us! We treat concerns and complaints seriously and always try to respond promptly and fairly.

We use feedback as an opportunity to look carefully at how we do things and to see if we can improve our services. We aim to achieve a mutually satisfactory conclusion and, where appropriate, take action to ensure an unsatisfactory situation does not arise again. If you have a concern it is helpful if you tell us as soon as possible after the event.

The complaint process is confidential.

We do require all details so that we can investigate the matter fully. If you are unhappy about how you were treated, you may take your concerns directly to the person who provided the service to you. If you are still not satisfied or you do not feel able to talk to that person, you should talk to the Practice Manager or make a formal complaint on the attached form. This form is also available on our website.

The Practice Manager will thoroughly assess the complaint, decide what actions need to be taken and communicate with you about how best to resolve the issue.

Everyone using a health or disability service has the right to the protection of the Code of Health and Disability Services Consumers' Rights and the Health Information Privacy Code. A copy of the code is available in our brochure rack

How do I contact a patient Advocate?

If you would like support or advice from an independent and trained health advocate you can phone **0800 11 22 33**