**GP Practice Complaint Procedure**

At Central Park Surgery, we are committed to providing the highest standards of care and service. If you have concerns or complaints regarding the care or services you have received, we encourage you to share them with us.

**How to Make a Complaint**

**Informal Resolution**
If possible, we encourage you to raise your concern informally with the member of staff involved, as many issues can be quickly resolved at this stage. You may also wish to discuss your concern directly with the Practice Manager or another senior staff member.

**Formal Complaint**
If your concern cannot be resolved informally, or if you prefer to submit a formal complaint, please do so in writing. You can send your complaint by:

* Email: central.park@nhs.net
* Online Form: [Contact Us - Central Park Surgery](https://www.drkakad-bhattandtanna.co.uk/contact-us)

Please provide as much detail as possible, including:

* Your full name and contact information.
* Details of the incident, including dates and times.
* The names of any staff members involved.
* A clear description of your concern or complaint.

**What Happens Next**

1. **Acknowledgement**
We will acknowledge receipt of your complaint within **three working days**. In our acknowledgment, we will inform you of the next steps and the expected timeframe for resolution.
2. **Investigation**
Once we have received your complaint, we will begin an investigation. This may involve speaking with the staff involved, reviewing medical records (where applicable), and gathering relevant information.
3. **Response**
We aim to provide a full response in a timely manner. However, as we prioritize delivering a thorough and high-quality outcome, the timeframe may be flexible depending on the complexity of the investigation. We will keep you updated on the progress and provide an estimated timeline for resolution.
4. **Resolution**
After completing the investigation, we will provide you with a response, which may include:
	* A full explanation of the findings.
	* Any actions we have taken or will take to address the issue.
	* An apology, if appropriate.
5. **Further Action**
If you are not satisfied with the outcome, you can request a further review of your complaint. We may invite you to meet with relevant staff to discuss the issue or seek further clarification.

**External Support**

If you are not satisfied with the outcome after following our complaint procedure, you can escalate your complaint to external organizations:

* **The Care Quality Commission (CQC)**
Email: enquiries@cqc.org.uk
Phone: 03000 616161
* **The Parliamentary and Health Service Ombudsman**
Email: phso.enquiries@ombudsman.org.uk
Phone: 0345 015 4033

**Confidentiality**

We are committed to maintaining confidentiality. Any personal information shared with us during the complaints process will only be used for the purpose of addressing your complaint.

**Feedback**

We value all feedback, whether positive or negative, as it helps us improve our services. In addition to complaints, we welcome suggestions, compliments, and general comments. You can provide feedback via the following methods:

* Complaints/Suggestions Boxes in our waiting rooms.
* Online forms or via email.

Thank you for bringing your concerns to our attention, and we will work with you to ensure the best possible outcome.