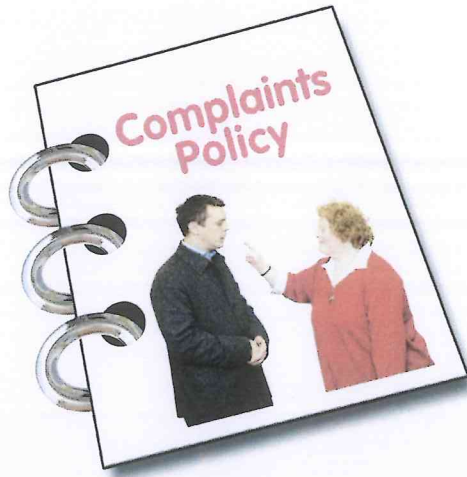



How to Complain



ALBANY HOUSE SURGERY



Easy read version by
SpeakEasy N.O.W.
using 



What is a complaint?

Telling someone that you are not happy about something.

This may be something about your medical treatment, the staff or the medical centre building.



If you can, tell someone straight away that you are not happy.



If you are still not happy, you can make a **formal complaint**.

Who can make a complaint?

Anyone who is a patient at the surgery.



Someone else can make a complaint for you. If you agree in writing.



You must complain within 12 months.

How to make a formal complaint

You need to make your complaint to -

Sharon Tompkins

Practice Manager



If you can, write down what you are not happy about and why.

Take it to or post it to Sharon at —



Albany House Surgery

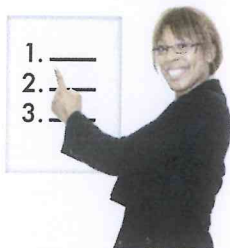
Albany Terrace

Worcester, WR1 3DU

If you find it difficult to write it down, you can phone Sharon or make an appointment to meet her.



01905 26086



What will happen next?

We will tell you we have your complaint within 3 working days

We will try and deal with it within 10 working days



We will write to you or meet you to tell you what will happen

If you are still not happy



You can contact the **Health Service Ombudsman**.

They look at complaints about any NHS health services in England.



0345 015 4033

phso.enquiries@ombudsman.org.uk



If you need some support with making a complaint you can contact

Onside Advocacy in Worcester.

01905 27525