

How to Complain



York House Medical Centre



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

photo
symbols



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 -

Kathryn Bush

Site Manager

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



Take it to or post it to Kathryn at-

York House Medical Centre

York Street

Stourport-on-Severn

Worcestershire

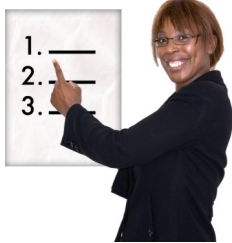
DY13 9EH



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



01299 827171



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