

COMPLAINTS PROCEDURE

AIM

The practice will ensure that any complaint is dealt with promptly and fairly, and remedial action taken as appropriate and as soon as possible. We welcome constructive criticism as an opportunity for improving our services or procedures.

HOW TO REGISTER A COMPLAINT

This complaints procedure document is available to all patients and prospective patients, their families and carers at the outset of their treatment and can be downloaded from the practice website. *Contact by phone:* between 9 am and 1 pm Monday to Thursday, at other times please leave your details on the answer phone so that a member of staff can call you back the next weekday morning. If you would rather speak to Dr Forsyth, and he is not available at the time of your call, you will be offered a suitable time for him to phone you back. *Contact in writing or by email:* alternatively you can put your concerns/ complaint in writing to Dr Forsyth at the postal address above or email below.

OUR RESPONSE

When a complaint is received it is recorded in the complaints log and a member of staff will contact you within three working days and try to resolve any issues or concerns that you may have there and then. An assessment will be made of the nature and severity of the complaint and Dr Forsyth will be made aware of your complaint, (unless he is away on holiday). If necessary Dr Forsyth will contact you to discuss the matter further.

We will endeavour to:

- Investigate your complaint fully
- Explain why the problem occurred
- Correct any mistakes as quickly as possible
- Offer a meeting to discuss the matter
- Send a full written reply (if required) within 10 working days

The complaints procedure is regularly audited by Dr Forsyth. Any areas of deficiency within the practice are noted and corrective action taken, such as a revision of staff training needs, or a review of procedures and protocols. Copies of all correspondence are kept and a summary made, including action taken. All complaints are reported and discussed with my appraiser at my annual medical appraisal.

I hope that you will only feel the need to make a formal complaint as a last resort and that your complaint can be efficiently and effectively dealt with by either myself or my staff. However, if you are still unhappy and you would like to take the matter further you may contact any of the following:

- **The Faculty of Homeopathy**, Hahnemann House, 29 Park Street West, Luton, LU1 3BE. Tel: 01582 408675
info@facultyofhomeopathy.org www.facultyofhomeopathy.org
- **The British Society for Ecological Medicine**, BSEM Administrator, 3 Anson, Lower Strand, London NW9 5LT.
Tel: 07864 637723 info@bsem.org.uk www.bsem.org.uk
- **The General Medical Council**. Tel: 0845 357 8001 www.gmc-uk.org/concerns/making_a_complaint/a_patients_guide.asp