**Complaints, Suggestions and Compliments Form**

We focus on providing a high standard of care to all of our clients and we are continually striving to improve our service. We welcome any feedback you may have.

We hope that you do not have cause to complain. If however you are dissatisfied with any of our services, or have any complaints that you wish to be addressed, then please do let us know sooner rather than later so that we may address your concerns swiftly.All complaints will be dealt with respectfully and without prejudice.

**Please note: this form may be used to record expressions of minor concerns which may be dealt with on the spot as well as obvious “complaints” which may require formal investigation. This form may also be used to record compliments and suggestions offered to The Walcote Practice.**

|  |  |
| --- | --- |
| Name of person making the complaint, suggestion or compliment: |  |
| Address: |  |
| Telephone number: |  |
| Email address: |  |
| Name and contact details of the patient involved: |  |
| Names of any staff members specifically complained of or complimented: |  |
| Details of complaint, suggestion or compliment (please include dates, times and witnesses where possible). Please continue on a separate sheet if necessary. |  |
| How has this affected you? |  |
| For complaints, what would you like to happen as a result of contacting us? |  |
| For complaints, please give the name of person you originally complained to: |  |

**Thank you for your feedback**

You may return this form to Ms Angela Ward, Practice Manager at The Walcote Practice, by handing it in at reception. You may also post this form to:

Ms Angela Ward

Practice Manager

The Walcote Practice

Southgate Chambers

37-39 Southgate Street

Winchester

Hampshire

SO23 9EH

Please do not return this form to us by email – we wish to guard your medical safety and privacy and therefore we request that you do not send any personal medical details online.