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## Still not happy?

You can ask the Commissioner for Complaints (the Ombudsman) to investigate your complaint. Although you have the right to approach the Ombudsman at any time, he will not usually take on a case unless it has first been through the complaints procedure.

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP

**Tel: 0345 015 4033**

**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**



For more information about making a complaint about an NHS organization visit :  
<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

For more information about making a complaint about an NHS organization visit :  
<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

[www.stgeorges-littleport.co.uk](http://www.stgeorges-littleport.co.uk)

Phone: 01353 864100  
Fax: 01353 864171  
Email:  
[capccg.stgeorgesmedicalcentre@nhs.net](mailto:capccg.stgeorgesmedicalcentre@nhs.net)

## St George's Medical Centre



## How to make a Comment or Complaint about our Service



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# Making a Comment or Complaint

We aim to provide high quality services. However, if you have a comment or complaint about any of our services, we would like you to tell us about it.

If you have been particularly pleased with our performance it is nice for staff to know that their efforts are appreciated.

Likewise, if things have not gone so well, it is important that we learn from the event so that we can improve our service in the future.

Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

Anyone who uses our services can complain. You can also complain on someone else's behalf, although you will need their consent.

## How to Complain

You should try to make your complaint as soon as possible, preferably within six months and normally no longer than twelve months after the event.

If you are unhappy with something, you can speak to any of the staff who are dealing with your treatment or care and they will try to resolve your concerns straight away. If they can't help, you can contact the Practice Manager, who is responsible for managing complaints.



You can complain verbally but preferably in writing - our address is on the back of this leaflet.

Your correspondence will be acknowledged within three working days of receipt. We aim to respond to your complaint in full within two weeks, if this is not possible, we will contact you.

## Help with your Complaint

The Practice Manager can provide you with more information on how to make a complaint.

Some people do not want to approach the practice directly, if this is the case please contact:

NHS England  
P O Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 2233

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)



Throughout the complaints investigation you also have a right to seek independent help and support from the NHS Complaints Advocacy.

The telephone number for the Cambridgeshire and Norfolk area is  
0300 456 2370

