

Complaints Procedure

Here at The Station Practice we always try to provide a very high standard of care and excellent quality of service to all our patients. However we realise that there may be times when you feel that this has not happened. Below explains what to do if you feel dissatisfied with the care or service provided here at The Station Practice and wish to submit a complaint.

Firstly we always try to resolve complaints verbally where we can. This can either be done by speaking to a member of our reception team or our complaints lead. If the complaints lead is unavailable, a call back will be arranged to discuss your complaint over the phone and we aim to return your call within 1 week of your request.

If resolving the complaint verbally cannot be achieved then the next step would be to submit a written complaint. You can submit a written complaint in writing to our complaints lead, via engage consult under the complaints tab or by completing our patient complaints form, located under the complaints section on our website. Written complaints will be acknowledged within three days, by letter with a patient complaint leaflet enclosed. The leaflet will provide you with essential information about our complaints process. We will then investigate your complaint fully and discuss with any staff involved. A response will be composed and sent within three weeks. If there are any delays in our response process we will inform you by letter.

Within our response we will try our best to fully address your concerns raised, provide you with an explanation and any actions that may be required. We hope that you will be satisfied that we have dealt with the matter sufficiently and the outcome of our investigation and response is acceptable to you. However if you feel you wish to escalate your complaint further we will direct you to the appropriate authorities who will be able to assist you.

Please note we have to respect our duty of confidentiality to our patients and therefore if a complaint is made by a third party we will require written consent from the concerning patient before the complaint can be dealt with.