

## SUN LANE COMPLAINTS PROCEDURE

At Sun Lane Surgery we do our best to be of assistance to you and hope that you are happy with the service we offer. We hope you will use our Complaints Procedure constructively to allow us to look into and, if necessary, put right any problems or mistakes you may identify to us.

If you wish to make a complaint, ask initially to speak to Tracey or Terri to explain your concerns. Following this we will make an appointment for you to come and discuss your complaint with Dr Chandrakumar, an acknowledgement of this will be confirmed to you within two days.

We will endeavor to address your concerns fully, provide you with an explanation and discuss with you any action that may be needed. At the end of the process we aim to have provided a satisfactory conclusion to the matter, and hope you will feel that the problem has been dealt with in a thorough manner.

Using this procedure will not affect your right to complain to NHS England. The Complaints Team can be contacted by the following methods:

By post to: NHS Complaints Team

NHS England

Redditch

B97 9PT

Telephone: 0300 311 22 33

Monday – Friday 8am – 18.00pm ( excluding Bank Holidays )

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net) ( “ for the attention of the complaints team” entered on the subject line.

### **An Independent Health Complaints Advocacy Service is offered by:**

SEAP Hastings, Upper Ground Floor, Aquila House, Breeds Place, Hastings, East Sussex.  
TN34 3UY

Telephone: 0330 440 9000

Email: [info@seap.org.uk](mailto:info@seap.org.uk)

If you are unhappy with the way your complaint has been dealt with you can contact the Parliamentary and Health Service Ombudsman.

Telephone Customer Helpline: 0345 015 4033

Website: [www.ombudsman.org.uk/make-a-complaint/contact-us](http://www.ombudsman.org.uk/make-a-complaint/contact-us)