



Complaints Leaflet

Everyone who works at Wessex Private General Practice aims to ensure that patients and colleagues are treated with compassion, dignity and respect at all times. Sometimes however, you may experience a problem or something may go wrong and you wish to make a complaint. A full copy of the complaint's procedure is available from the practice.

How to make a complaint:

Stage 1

Talk with the staff involved at the earliest opportunity.

If this doesn't resolve the matter, then contact Dr Middle who will investigate the complaint in a manner that is appropriate.

You will then receive a final response in writing with the outcome of the investigation.

Stage 2

If you remain unhappy with the response from WPGP the IDF will consider the complaint:

Independent Doctors Federation

Lettsom House

11 Chandos Street

London W1G 9EB Tel: 0203 6964080

Email infoidf.uk.net

Stage 3

This is available should you remain dissatisfied once Stage 1 and Stage 2 are exhausted.

You may request an adjudication through ISCAS:

Independent Sector Complaints Adjudication Service.

Care of CEDR- Centre for Effective Dispute Resolution

International Dispute Resolution Centre

70 Fleet Street

London EC4Y 1EU Tel: 0207 5366091

Email info@iscas.org.uk

The process

- A complaint can be made by a patient, or their representative, with the consent of the patient
- We will acknowledge your complaint within three working days. A full response will be made within twenty days. If this is not practical or appropriate we will give some indication of the anticipated timescale
- Time limit for making a complaint is normally 12 months from the date which the event occurred