

This leaflet is to explain the arrangements that we have to deal with any complaints made by our patients.

The Complaints Manager for the Unit is the Practice Manager, Mrs Tracey Lidgbird. We hope that most problems can be sorted out quickly and easily, often at the time they arise. If you have a complaint about the service that you have received at the Practice from either a doctor or member of staff working here, you are entitled to ask for an explanation.

Initially, your complaint should be addressed to the Practice Manager, who will speak to you about your complaint and get all the details from you. If the problem cannot be resolved, then we would

ask that you make your complaint, in writing, to us. Whatever the complaint, you are guaranteed an acknowledgement within 2 working days. We always aim to deal with any problems as quickly as we can. If we are unable to satisfy your complaint, then we will contact our PCT:- Leicestershire County and Rutland.

We are committed to give you the best possible service and we must stress that if you wish to make a complaint, then this will not be allowed to affect the service that you receive here at the Unit. Our aim is to ensure that we always deliver the best possible service to our patients and that good relationships are maintained between all staff and patients.

*Tracey Lidgbird*  
*Practice Manager*