



How to Complain Leaflet

Easy Read Version

If you are unhappy with us we want you

to tell us. 



Making a complaint means telling us about something you think is wrong or you are not happy with when visiting the practice.

We want to look after you well and we want to sort out your problem or concern as quickly as possible. We can arrange for someone to talk to you

straight away about what has made you unhappy.



If you do not want to talk to anyone, or this does not resolve your complaint then you can make a formal complaint.



A formal complaint is made in writing on a complaints form.





If you find it difficult to make a formal complaint on your own you can ask someone else to help you or to do this for you. This can be one of your family or friends. However, we will need your written consent to discuss your complaint with anyone but you.

The complaint form can be posted or given to Rob Johnson, Practice Manager



What happens if you make a formal complaint?

The practice will:

- tell you that your complaint form has been received within 3 days.
 - find out exactly what has happened within 10 days.
- If we need more time to find out what has happened we will tell you.
- We will see if you are happy to talk about your problem or complaint.



- We will make sure that we say sorry if we have done something wrong.



To make a complaint please write to or ask to speak to:

Rob Johnson

Practice Manager

The Crookes Practice

203 School Road

Sheffield

S10 1GN

0114 267 1280