



## **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 doctor.**

**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 you can make a formal complaint.**



**A formal complaint is done in writing on a special complaints form.**





**If you find it difficult to make a formal complaint on your own you can ask someone else to help you or do this for you. This can be one of your family or friends.**

**The special complaint form must be posted or given to Paula Stones, Patient**



**Services Manager at the practice.**

## **What happens if you make a formal complaint?**

### **The practice will:**

- **tell you that your special complaint form has been received after 3 days.**
- **find out exactly what has happened after 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:**

**Paula Stones**

**Patient Services Manager**

**The Crookes Practice**

**203 School Road**

**Sheffield**

**S10 1GN**

**0114 321 9799**