

## Complaints Procedure

Are you unhappy about the way you have been looked after at the surgery?



Do you want to tell someone about it?



Our doctors, nurses and staff try to look after you well.



If something happened that you were not happy with please tell the doctor, nurse or manager as soon as you can.



Your friends and family can help you talk to the doctor, nurse or manager if you would like them to.

Contact us:

Principal Medical Limited (PML)

Telephone: 01295 981166

Email: [PML.feedback@nhs.net](mailto:PML.feedback@nhs.net)

Other people you or your friends and family can call are:

NHS Complaints Advocacy (POhWER)

Tel: 0300 456 2370

Textphone (Minicom): 0300 456 2364

[www.pohwer.net](http://www.pohwer.net)

The Parliamentary Ombudsman's Complaints Helpline

Tel: 0345 015 4033

<http://www.ombudsman.org.uk>

Textphone (Minicom): 0300 061 4298

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London, SW1P 4QP