**The Market Square Surgery**

**The Complaints Process**

We aim to provide the best possible service to our patients, however if you feel you have cause to complain you will be dealt with discreetly and sympathetically by our Complaints Officer, Louise Sawyer.

We operate an informal, in-house complaints procedure to deal with your complaints. We believe this will give us the best chance of putting right whatever has gone wrong and give us an opportunity to improve our practice.

We will provide an initial response to acknowledge any complaint within three working days after the complaint is received.

If you are dissatisfied with the result of our investigation, you may contact the

Patient Advice & Liaison Service (PALS):

Tel: 01279 827 211

Email: [paht.pals@nhs.net](mailto:paht.pals@nhs.net)

NHS England: telephone 0300 311 22 33, email: england.contactus@nhs.net or in writing: NHS England, PO Box 16738.

Parliamentary Health Service

Ombudsman (PHSO)

Milbank Tower

Milbank

London SW1P 4QP

Tele:0345 015 4033

On line form: [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf.