



THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

Complaints

At The Walcote Practice, we focus on providing you with a high standard of care and we are continually working to improve our service.

We hope that you do not have cause to complain. However, if you are dissatisfied with any of our services, or have any complaints that you wish to be addressed, then please let us know sooner rather than later so that we may address your concerns swiftly.

It is best to discuss your concerns directly at the time with the member of staff involved, when hopefully the problem will be sorted out easily and quickly.

If this is not possible for any reason, please obtain a copy of our 'Complaints, Suggestions and Compliments' form:

- in this patient folder
- at reception
- on our website at www.thewalcoteppractice.co.uk
- by emailing info@thewalcoteppractice.co.uk

You can also speak with or write to our Practice Manager, Ms Angela Ward, at Southgate Chambers.

Please be reassured that you will not be discriminated against in any way by our staff for making a complaint.

If you would like to view our Complaints Procedure, please find a copy in this folder or ask at reception.