



THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

Complaints Form

We focus on providing a high standard of care to all of our clients and we are continually striving to improve our service. We welcome any feedback you may have.

We hope that you do not have cause to complain. If however you are dissatisfied with any of our services, or have any complaints that you wish to be addressed, then please do let us know sooner rather than later so that we may address your concerns swiftly. All complaints will be dealt with respectfully and without prejudice.

Please note: this form may be used to record expressions of minor concerns which may be dealt with on the spot as well as obvious “complaints” which may require formal investigation.

Name of person making the complaint:	
Date form completed:	
Name of person completing this form (if different to above):	
Address:	
Telephone number:	
Email address:	
Name and contact details of the patient involved: <i>(if different to named person above)</i> <i>Please note that if you are complaining on behalf of someone else, we will seek their written consent to communicate with you in this regard, to ensure confidentiality</i>	
Names of any staff members specifically complained of:	
Details of complaint: <i>Please include dates, times and witnesses where possible. Please continue on a separate sheet if necessary</i>	

How has this affected you?	
What would you like to happen as a result of contacting us?	
If you have already discussed this complaint with a team member, please give the name of the person you originally complained to:	
Signature of person making this complaint:	

Thank you for your feedback

You may return this form to Ms Angela Ward, Practice Manager at The Walcote Practice, by handing it in at reception. You may also post this form to:

Ms Angela Ward
Practice Manager
The Walcote Practice
37-39 Southgate Street
Winchester
Hampshire
SO23 9EH

Email: info@thewalcoteppractice.co.uk

Emails are not a secure medium of communication – please consider this when choosing how to send your complaint to us.