**BUDLEIGH SALTERTON MEDICAL CENTRE**

**RAISING COMPLAINTS AND CONCERNS**

We will let you know what changes we make

We will respond in a timely manner

We will keep you updated on our progress

We will make it easy for you to make a complaint

We will listen to you and try to put things right

You can speak to any member of staff

We will advise you how to make a complaint and will offer you our complaint pack

You can talk to us, write to us or email us

We will take your complaint seriously

Making a complaint will not affect how you are treated

We will let you know about support available to help you make a complaint

We will let you know the outcome of your complaint in the agreed timescale

We will address each of your concerns

We will explain things clearly and be open and honest with you

If you remain unhappy, you can talk to us again

We will communicate with you about your complaint

We will try to resolve your complaint as quickly as possible

We will agree with you a time by when we will respond

We will keep you updated on our progress

We will let you know what changes we have/will make to put things right

We will update you on our progress from any changes resulting from your complaint

We will let you know how your complaint helped to improve our services

We will share learning from your complaint with our staff and involve the in making positive changes

You have a right to tell us if you are unhappy with your care or treatment

You can ask to speak with one of our manager to discuss your concerns

We will listen to you and try to resolve these for you quickly

If you remain unhappy, we will give you information on how you can make a complaint

Learning from your complaint

Outcome of your complaint

Keeping you up to day

Making a complaint

Thinking about making a complaint