

## Complaints procedure form

Please complete this form and add it to your **Appraisal and Revalidation portfolio**.

**Describe the complaints procedure used in your practice.**

*Verbal/oral*

*Complaint made to reception staff.*

*Complaint referred to Practice Manager.*

*Practice Manager takes notes/attempts initial resolution by explanation/reassurance.*

*If satisfied- note made no further action.*

*If not - note made and complainant asked to put in writing addressed to Practice Manager.*

*Written:*

*Complaint passed to Practice Manager.*

*Acknowledgement sent.*

*Practice Manager discusses issues with partner(s) available if appropriate deals directly by telephone (then as above)*

*If not Practice Manager advises complainant that partners dealing.*

*Written reply within 2 working days.*

Name:

Signed:

Date: