



How to Complain Leaflet

Easy Read Version

If you are unhappy with us we want you

to tell us. 



Making a complaint means telling us about something you think is wrong or you are not happy with when visiting the doctor.

We want to look after you well and we want to sort out your problem or concern as quickly as possible. We can arrange for someone to talk to you



straight away about what has made you unhappy.

If you do not want to talk to anyone you can make a formal complaint.



A formal complaint is done in writing on a special complaints form or by speaking to the Practice Business Manager, Phil Eagle



If you find it difficult to make a formal complaint on your own you can ask someone else to help you or do this for you. This can be one of your family or friends.

What happens if you make a formal complaint?

The practice will:

- tell you that your special complaint form has been received after 3 days.
- find out exactly what has happened within 10 days.
- If we need more time to find out what has happened we will tell you.
- We will see if you are happy to talk about your problem or complaint.



- We will make sure that we say sorry if we have done something wrong.



To make a complaint please write to or ask to speak to:

Phil Eagle

Practice Business Manager

St George's Medical Centre

Field Road

New Brighton

CH45 5LN

0151 630 2080