|  The NHS Complaints Advocacy Service on 0300 330 5454 can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting.  Further information can be found at [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)            Further actionsIf you feel the outcome of our investigation has not resolved your complaint to your satisfaction you can also contact the Health Service Ombudsman on 0345 015 4033. Email address is phso.enquiries@ombudsman.org.uk |  | Please contact us if you would like this document in other formats or languages.Reviewed 29.3.2023  | **The Complaint Process** ASPRI MEDICAL CENTRE  1-3 Long Elmes Harrow Welad HA3 5LE Telephone: 0208 427 9623Website www.asprimedicalcentre.co.ukDr Kaushik.KariaDr Dimitrios KonstantinouDr Shreya KariaDr Priya Karia |
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| Talk to usEvery patient has the right to make a complaint about the treatment or care they have received at Aspri Medical Centre. We are committed to provide a high level of care but understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience. Who to talk toPlease speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Practice Manager or in her absence Dr K Karia. | At Aspri Medical Centrecomplaints are handled by the Practice Manager.She is supported by Dr Kaushik KariaA complaint can be made verbally or in writing. A complaints form is available from our website and reception. Please complete this and either return to reception or send it via post.Time frames for complaintsWe would like you to let us know **as soon as possible**, ideally within a matter of days. This will enable us to establish what happened more easily. The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain. The Practice Manager will acknowledge all complaints within three business days. We aim to have the complaint completely resolved within 40 days. | Investigating complaintsAspri Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance. ConfidentialityAspri Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient’s healthcare record. Final responseAspri Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.**REMEMBER**: Making a complaint will not affect your treatment or care. We want you to let us know if you are unhappy or have a suggestion to try and improve our services. |