



## Complaints Leaflet for Patients

Every patient has a right to make a complaint about a treatment or care they have received through Tudor Medical Matters. Telling us about a problem you have encountered is important, so we can make changes and improvements to improve the service we provide, and the experiences of patient's using these services.

Your complaint will be kept confidential and any paperwork related to your complaint will be stored securely (according to GDPR and Data Protection legislation).

### 1) How can I complain?

You are free to make a complaint using whichever method you prefer.

1) **Verbally** (in person or via 01706 551394)

2) **In writing**, either by:

Letter to the clinic address: 3a Bank Street, Rawtenstall, Rossendale, BB4 6QS

Email: [info@tudormedicalmatters.com](mailto:info@tudormedicalmatters.com)

Submitting a contact form through our website ([www.tudormedicalmatters.com](http://www.tudormedicalmatters.com))

3) **By completing the complaints form** on our website) and returning it in person/by post/by email.

### 2) When should I complain?

You should complain as soon as you can after the date on which the event occurred or came to your notice. If your complaint is more than twelve months late then we may not be able to investigate properly.

We will do our best to address your complaint and will consider whether you have good reason for not making the complaint sooner. We will also consider whether, despite the delays, it is still possible to investigate the complaint effectively and fairly.

### 3) When will I hear back from my complaint?

We aim to acknowledge all complaints within three working days of receiving them. We will keep you informed about the progress of your complaint and will aim to have resolved the issue by a maximum of 28 working days.

### 4) What happens after I complain?

When we have finished investigating, we will arrange to meet or phone you to discuss the outcome (whichever you prefer), or write to you with:

- Details of the findings
- Any action we have taken
- Our proposal to resolve your complaint and make sure it does not happen again