

Compliments, Complaints and feedback

What was good,
not so good or
could have
been better?

What happens next

If you have told us about a concern or something that you feel that we have done wrong, we will contact you and offer for you to meet with a manager, so you can discuss your concerns or complaint with them directly. The manager will listen and be respectful and can meet you at a time that is convenient to you.



How to tell us if you have a concern or wish to make a complaint

Although we try very hard to make sure that we always provide a good service to all children and young people, we know that sometimes people feel unhappy about the work we have done. If you are worried, unhappy or want to make a complaint, then you can get in touch using the contact details below.

How to tell us if things have gone well

If you have been happy with the service you have received from us, please let us know. We always welcome positive comments and there are lots of ways to pass on your compliments. You can either tell us or visit our website to leave feedback:

www.moordownmedicalcentre.co.uk

Send feedback to:

The Practice Manager
Moordown Medical Centre
2a Redhill Crescent
Bournemouth
BH9 2XF.

01202 974700

Moordown.patients@dorset.nhs.uk



And in the mean time..... If you need any more information then you can visit www.moordownmedicalcentre.co.uk and click on the section for children or teenagers. You can find a link to the complaints procedure as well as other important information.

What happens when you make a complaint???



Day 1

The Practice Manager will take full details of the complaint and acknowledge it within two working days.

The Complaint will be fully investigated within 10 working days. We will treat you fairly, politely and with respect.

We hope that we will resolve your concern and improve our Practice. However if you should wish to discuss your concerns with someone outside of the Practice then Dorset Advocacy Service may be able to assist you.

Dorset Advocacy Service

13-15 Jubilee Court

Paceycombe Way

Dorchester

DT1 3AE

Telephone 0300 343 7000

www.dorsetadvocacy.co.uk

We will then be in position to offer you an explanation or may offer you a meeting to discuss the problem with a member of the Management Team. You may bring a parent or a friend with you to the meeting if you wish.