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## COMPLAINTS PROCEDURE - Information for patients

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Street Medical Practice private GP service is committed to providing a high-quality patient service. We recognise that there may be occasions when patients may wish to complain about some aspect of the healthcare service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of staff as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

### Verbal Complaints

If you wish to speak to someone about Street Medical Practice, please speak to a member of staff as soon as possible, preferably before you leave the clinic premises. The Medical Director will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

### Written Complaints

All written complaints should be addressed to Dr Debbie Street, Medical Director and either posted to the address above or emailed to: [appointments@drdebbiestreet.co.uk](mailto:appointments@drdebbiestreet.co.uk). In addition, a complaint can be submitted via the 'Contact us' form on our website at [www.drdebbiestreet.co.uk/](http://www.drdebbiestreet.co.uk/) Please describe as fully as you can the nature of your complaint stating:

- what you are unhappy about
- when the incident took place, and
- who was present at the time.

Your complaint will be acknowledged within 5 working days. Street Medical Practice will carry out a full investigation of the nature of your complaint and will offer to meet with you in order to discuss and resolve the issue/s. You will receive a full written response within 20 working days of the complaint being received. If a full response cannot be given within 20 working days of receiving your complaint, Street Medical Practice will write to you to explain the reason for the delay. You will receive a full written response within 5 days of a conclusion being reached.

### Citizens Advice Bureau (CAB)

You may wish to contact your local Citizens Advice Bureau (CAB) for advice about making a complaint. The nearest CAB to Street Medical Practice is located at Old Town Hall, Kings Road, London SW3 5EE; Tel: 0300 330 1174.

### Escalating your complaint to the Independent Doctors Federation (IDF)

If you remain unhappy after Street Medical Practice has responded to your complaint, you may escalate your complaint to the IDF to access a complaints resolution procedure. The address is:

**Independent Doctors Federation (IDF) CEO**  
**The Medical Society of London**  
**Lettsom House**  
**11 Chandos St**  
**Marylebone**  
**London W1G 9EB**

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**Please be assured that Street Medical Practice takes all complaints very seriously and following investigation, will consider making changes to the patient service.**

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