**HEATHERLANDS MEDICAL CENTRE**

**Complaints Forms**

We are sorry to hear you wish to make a complaint about the practice. We take complaints seriously and will endeavour to resolve any issues in a timely manner. You now that the following options:-

* Request to speak to the Practice Manager Karen Jones directly.
* You can request a planned phone call with the Practice Manager.
* You can request a face to face meeting to discuss your concerns at the practice.
* You can a written complaint either by addressing a letter to the Practice Manager or emailing karen.jones97@nhs.net

A copy of our complaints procedure is available upon request.

Please feel free to document further details of your complaint on this form which will be handled confidentially. Should you need more paper, please ask reception.

Thank you

Heatherlands Medical Centre

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