

**Trinity Court and Claverdon**  
**Patient Complaints Procedure Information Sheet**

Trinity Court welcomes comments from our patients to help us improve the standards of service we provide.

A suggestions box is provided for you to record your comments and suggestions.

The Practice Manager for Trinity Court Surgery has special responsibility for liaising with patients who wish to help us with their suggestions and comments. The Practice Manager is also the person who deals initially with any written complaints.

Every member of the team is on hand to assist our patients. Most of your comments will be immediately welcomed, and dealt with, by your doctor, receptionist, nurse or other employee to whom you make the comment. We record any feedback we receive to help us monitor our own high standards.

We will deal with any complaints promptly, and promise to resolve the majority of complaints to your satisfaction immediately. We will try to resolve any complaints within 10 days. In every event we will resolve all matters within a maximum of three months.

Most complaints we will deal with ourselves. However, we have a clear procedure to deal with complaints that we cannot resolve directly with our patients. This may include the provision of an independent conciliator to help resolve such situations.

If you wish to make any comments or complaint, any member of the practice team will be very willing to help you. This will be in complete confidence and with the intention of ensuring that you are totally satisfied at the outcome.

Please ask for a confidential discussion with the Practice Manager or put your comment or complaint in writing so that we can investigate a resolution for you.

Healthwatch Warwickshire are available to assist with any complaints that cannot be resolved within the practice. They can be contacted at 4-6 Clemens Street, Leamington Spa CV31 2DL; 01926 422823 or via their website [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

The local Patient Advice and Liaison Service (PALS) are available to assist patients who have a complaint against the Warwickshire Hospital Foundation Trust. PALS can be contacted at Warwick Hospital, Lakin Road, Warwick CV34 5BW. Direct telephone number 01926 600054.