

Benfield Park Medical Group Complaints Form

We are very fortunate that complaints are very infrequent at our practice. We hope this reflects the personal service we offer to all our patients. However, if you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

Complaints Form Details	
Name: D.O.B:	Address:
Is the complaint regarding You? If no, then please provide details of the person you are representing and their signature Name: D.O.B:	Yes / No Address:
I hereby, give consent to representation on dealing with my complaint Signed.....	

Date Event Took Place:	
Do you know the names of people involved? If yes then please provide details.	Yes / No

Details of Complaint:

Please return this form to Julia Gray (marked private & confidential) to Benfield Park Healthcare and Diagnostic Centre, Benfield Road, Newcastle upon Tyne, NE6 4QD. We shall acknowledge your complaint within 3 days and will fully respond to your complaint within 28 days.

For Practice Use Only.

Date complaint received	Date acknowledged	Response Date > 10 days	Complete