**Complaint form**

It is AJ Primus Healthcare Ltd’s policy to ensure it acts in a timely and effective manner with respect to any medical complaints that it receives.

The complaint processes does not affect a user, patient or doctor’s statutory rights.

If the matter that has been raised is of a serious nature requiring further investigation, the Practice Manager will write and advise you of the action being taken in response to your complaint.

A time-scale will be indicated within which you will be contacted again to advise you of any progress or outcome.

The Care Quality Commission will be notified as appropriate.

Th complaint will be acknowledged within 48hours and response to the complaint raised will be made in writing within 28 days following full investigation.

Please fill in the form below and email it to info@privategpextra.com

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| --- | --- | --- | --- | --- |
| **Name** |  | **Date of Birth** |  |  |
| **Contact** | **Telephone No.** |  | **email address** |  |
| **please specify preferred method to receive contact/response from Private GP extra** |  |
| **Date seen by Private GP Extra**  |  | **Location seen by Private GP Extra**  |  |
| **Please state the name of the GP you saw**  |  |
| **Please give details of the problems you have encountered with Private GP Extra**  |
|  |
| **Thank you for completing this form.****Please can you send it to us at** **info@privategpextra.com** |