

## Still not Happy?

You can ask the Commissioner for Complaints (the Ombudsman) to investigate your complaint. Although you have the right to approach the Ombudsman at any time, he will not usually take on a case unless it has first been through the complaints procedure.

The NI Commissioner for Complaints  
33 Wellington Place  
Belfast  
BT1 6HN  
Freephone 0800 343 424

More information on the complaints procedure is available at:

[www.dhsspsni.gov.uk/hsccomplaints.htm](http://www.dhsspsni.gov.uk/hsccomplaints.htm)

The Practice Manager  
Lurgan Medical Practice  
7 Moore's Lane  
Lurgan  
County Armagh  
BT66 8DW

[www.lurganmedicalpractice.com](http://www.lurganmedicalpractice.com)

Phone: 028 3832 7626

Fax: 028 3834 9950

E-mail: [GP.463@lmp.gp.n-i.nhs.uk](mailto:GP.463@lmp.gp.n-i.nhs.uk)

## Lurgan Medical Practice

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## How to make a Comment or Complaint about our service



# Making a Comment or Complaint

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We aim to provide high quality services. However, if you have a comment or complaint about any of our services, we would like you to tell us about it.

If you have been particularly pleased with our performance it is nice for staff to know that their efforts are appreciated.

Likewise if things have not gone so well, it is important that we learn from the event so that we can improve our service in the future.

Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

Anyone who uses our services can complain. You can also complain on someone else's behalf, although you will need their consent.

## How to Complain

You should try to make your complaint as soon as possible, preferably within six months and normally no longer than twelve months after the event.

If you are unhappy with something, you can speak to any of the staff who are dealing with your treatment or care and they will try to resolve your concerns straight away. If they can't, they will tell you what to do next.



The Practice Manager is responsible for managing complaints. You can complain verbally or in writing, our address is on the back of this leaflet.

Your correspondence will be acknowledged within three working days of receipt. We aim to respond to your complaint in full within ten working days, if this is not possible, we will contact you.

## Help with your Complaint

The Practice Manager can provide you with more information on how to make a complaint.

Some people do not want to approach the practice directly, if this is the case please contact:

Complaints Department  
Regional HSCB  
12 - 22 Linenhall Street  
Belfast  
BT2 8BS

Tel: 028 9032 1313

Email: [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)

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Throughout the complaints investigation you also have a right to seek the help of **The Patient and Client Council**, an independent body set up to represent your interest in health and social care.

Freephone: 0800 917 0222