

Response timescales

All complaints will be acknowledged and responded to by the practice within the timescales detailed in the Patient Complaints Procedure (G 110C/CW).

We keep patients informed of the status of the complaint during the investigation stage and always aim to resolve the complaint within the time frame specified in our policies and procedures or as agreed with the complainant.

Online reviews

The practice appoints a team member to regularly check for online reviews. All feedback, both positive and negative is acknowledged and we follow the recommendations for dealing with poor reviews outlined in the Complaints, Problems and Events Overview (G 110).

Related documents

This policy should be read with the Patient Complaints Procedure (G 110C) and the Complaints, Problems and Events Overview (G 110).