**CHILD FRIENDLY COMPLAINTS PROCEDURE**

We want all our patients to receive the very highest standards of care possible.

If you feel that we have not reached these standards, please ask a receptionist to ask the Practice Manager to speak with you as soon as possible about your complaint.

The Practice Manager will then explain the stages of the complaints procedure to you and give you more information and our complaints leaflet.

If you wish you can choose to make your complaint in the first instance in writing (preferred), orally or electronically (if available) to the Practice **or** NHS England via email england.contactus@nhs.net or on 0300 311 2233.

You may also contact Hampshire Healthwatch which deals with initial complaints regarding a GP, GP services, or NHS services in Hampshire and should be directed to Freepost RTHH-KGST-ZRBC, Healthwatch Hampshire Westgate

Chambers, Staple Gardens Winchester SO23 8SR Tel: 01962 440 262 [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

The Fareham and Gosport Clinical Commissioning Board deals only with complaints relating to the services it commissions and can be contacted on 02392 282081 fgccg.complaints@nhs.net.

Complaints should normally be made within twelve months of the incident about which you are complaining or within twelve months of you realising there was a cause for complaint.

All complaints are dealt with in the strictness of confidence and will not be noted in your medical records or affect your future treatment in any way. Your complaint will be handled in the same way regardless of ethnicity, age, gender or disability.