**COMPLAINT FORM**

**Complainant’s details**

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| Name…………………………………………………………Date of Birth……………………………………….Address…………………………………………………………………………………………………………………..………………………………………………………………………………………………………………………………..Contact telephone number…………………………………………………………………………………….E-mail address……………………………………………………………………………………………………….**Patient details** (if different from above)Name…………………………………………………………Date of birth………………………………………Address…………………………………………………………………………………………………………………..………………………………………………………………………………………………………………………………..**Summary of complaint (i.e. what is it that you most wish to complain about?)**

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**Full details of complaint**Date…………………………………………………………………..Time……………………………………………Place……………………………………………………………………………………………………………………….Identify member(s) of practice…………………………………………………………………………….Complainant’s signature……………………………………………………...Date………………………**Full description of events** (i.e. the facts and surrounding circumstances giving rise to your complaint. You can provide this information in a separate letter if you prefer.

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**Where the complainant is not the patient (and appropriate consent is NOT held)**I ………………………………………………………………….hereby authorise the above complaint to be made and I agree that members of the practice staff may disclose (in so far as it is necessary to do so to answer the complaint) confidential information about me which I provided to them.Patient’s Signature…………………………………………………………………………Date………………………………….**Please return completed forms to Milena Bodda, Practice Manager** | **ST ALBANS MEDICAL CENTRE****212****Richmond Road****Kingston upon Thames****Surrey KT2 5HF****Tel: 020 8546 0400****Fax: 020 8974 5711****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |