

## Complaints Procedure

We are committed to providing high-quality NHS services at our pharmacy. If you are unhappy with any aspect of the care or service you have received, we encourage you to let us know so we can investigate and improve.

### How to Make a Complaint

You can make a complaint:

- **In person** – speak to a member of our team.
- **In writing** – send a letter to the pharmacy.
- **By phone or email** – contact us using our usual contact details.

Please try to make your complaint within **12 months** of the issue occurring. If more time has passed, we may still investigate if there is a good reason and it's still possible to look into it fairly.

### What Happens Next:

#### 1. Acknowledgement

We will acknowledge your complaint in writing with the following:

- 3 working days (England)

We'll offer to discuss how you'd like your complaint to be handled and agree on a timeframe for a response.

#### 2. Investigation

Our **Complaints Manager** will look into the issue. We may need to speak with you and any staff involved to fully understand what happened.

#### 3. Response

Once the investigation is complete, we'll send you a written reply from our **Responsible Person**. This will include:

- An explanation of what we found
- Any actions we've taken to put things right
- Confirmation of any changes made to prevent future issues

We aim to respond within:

- As soon as possible, but within 6 months at the latest (England & Wales)

## **If You're Still Not Satisfied**

You can escalate your complaint to:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank, London SW1P 4QP

Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You can also seek support from:

- **Patient Advice and Liaison Service (PALS)**
- **NHS Complaints Advocacy Service:** [nhscomplaintsadvocacy.org](http://nhscomplaintsadvocacy.org)

## **Your Feedback Matters**

All complaints are taken seriously and help us improve our services. A summary of complaints and actions taken is reported annually and is available on request.