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| **Dr Sivakumar and Dr Gude**  **PRACTICE COMPLAINTS PROCEDURE**  **The Practice follows the Complaints Procedure of NHS England**  If you have a complaint against any member of staff / service of the Practice, please write to Susie Bennett, Practice Manager, Dr S P Sivakumar and Dr Gude, The Surgery, 1 Coldalhurst Lane, Astley, Manchester. M29 7BS  Alternatively you are able to refer your complaint / concerns (but not in addition to already having reported your complaint to the Practice) to:-  The Complaints Manager  NHS England  PO Box 16738  Redditch, B97 9PT  Telephone Number 0300 311 22 33  Or e-mail address [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  Or [http://www.england.nhs.uk/contact-us/complaint//](http://www.england.nhs.uk/contact-us/complaint/) who will correspond with the Practice / handle your complaint on your behalf if you prefer.  If you choose to contact NHS England by e-mail about your complaint, please ensure you put “For the Attention of the Complaints Manager” in the subject line of your e-mail.  Full details of the Complaints Procedure will be provided to you by the Practice or via NHS England upon request.  Once the practice has received details of your complaint (either directly from yourself or via NHS England) such will be acknowledged within three working days and we would aim to provide a full response within a period of six weeks following completion of investigation into your complaint. If it is not possible to respond within the above timescale you would of course be kept informed on the matter in writing.  If you have any comments about the surgery or the services provided, please advise us by posting suggestions in writing via the “Repeat Prescription Request Box” which is situated next to the main reception desk in the practice. This box is secure and is emptied regularly throughout the day, please remember to mark your envelope “Comments / Suggestions”.  Thank you. Susie Bennett. Practice Manager |