



SWGP welcome your feedback

South Warwickshire GP Limited (SWGP) welcomes all feedback regarding the services we provide. We encourage people to share their experiences using our feedback, complaints and compliments process.

SWGP is dedicated to providing high-quality services. Despite that, we understand that sometimes things can go wrong and we therefore ensure that any concerns and complaints highlighted to us are acknowledged and addressed as soon as possible in order to:

- Make things right
- Learn from mistakes
- Prevent re-occurrences
- Improve our services
- Provide the highest-quality patient care



Who can complain?

Anyone can make a complaint. You can contact us directly or have somebody do this on your behalf (e.g. a relative, carer, friend) however we will require your written consent for us to be able to deal with this person.

Is there a time limit for making a complaint?

If you would like to make a complaint, you should contact us within 12 months of the event you wish to complain about.

How do I raise a concern or complaint?

You can raise a concern with any member of staff at SWGP. If they are unable to resolve this for you, they will ask whether you are happy for your details to be shared with the Quality Team. You can also contact the Quality Team directly by:

Emailing: quality@southwarwickshiregps.nhs.uk

Writing to: Quality and Compliance Lead, South Warwickshire GP Federation, Gainsborough Hall, Russell Street, Leamington Spa, CV32 5QB

Completing the **Complaints Form** available on the SWGP Website.

**Complaints Form
QR Code**



What happens after I make a complaint?

A member of the team will acknowledge your complaint within three working days of receipt.

Once your complaint has been acknowledged, we will assign an investigator and respond to you within 45 working days.

What if I would like to take my complaint further?

SWGP takes any complaint about the services we provide seriously. We are committed to resolving any issue under Local Resolution, however if it is not resolved locally, then you have the right to take the matter to the Parliamentary and Health Service Ombudsman (www.ombudsman.org.uk) who can be contacted on 0345 015 4033 Monday-Friday.

