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| Dr J. G. McCormack | Castle tower | Canolfan Meddygfa |
| Dr J. J. Honeybun | Gwrych Medical Centre |
| Dr K. DaviesDr V. ShettyDr Hazel DruryDr G. WeisDr K. BurtonDr S. Pierce | Cae EithinAbergeleConwy LL22 8LJ Tel. (01745) 824111Fax: (01745) 822490  |

**GWRYCH MEDICAL CENTRE**

**IN- HOUSE COMPLAINTS PROCEDURE**

Whilst you are a patient with this practice, we endeavour to give you the best service possible at all times, but there may be occasions when you feel you wish to express your dissatisfaction. The Practice offers an informal in-house procedure to deal with any complaints you may have about the service we provide.

***If you wish to make a complaint, please contact Paula Lamont our Practice Manager.***

Details of your complaint will be recorded and decide how best to undertake any investigation required.

***Please note that we have to respect our duty of confidentiality to patients, and a patient’s written consent will be necessary if a complaint is not made by that patient personally.***

We hope to address your concerns fully, provide you with an explanation, and discuss any action that might be taken. We trust that, at the end of the procedure, you will be satisfied that the matter has been resolved. However if this is not possible, we can suggest avenues of further action with the appropriate authorities.

The In-house Complaints Procedure does not deal with matters of legal liability or compensation, but we hope that you will use it to give us an opportunity of looking into, and if necessary correcting, any problems that may have arisen or mistakes that have been made. Using the in-House Procedure does not affect your right to complain to the Local Health Board or the Community Health Council, if you wish.