

Complaints policy

I recognise that there are times when things go wrong. When this happens I want to respond to complaints swiftly and, where I can, try to put things right. I review all the comments and feedback you make and I use that information to improve our services and facilities even further.

Whatever you want to say, your opinions and comments are important to us - good or bad.

If you want to complain

If you are unhappy with our facilities or services I want to know about it as soon as possible. I will then investigate the situation so that I can explain, apologise and take positive action where necessary. If you tell me as soon as the problem arises, it can often be sorted out straightaway. If you are not completely satisfied you can put your comments in writing. I take all comments and complaints seriously.

I always:

- Handle complaints in complete confidence
- Investigate impartially
- Offer a clear and complete explanation

Write to us

Dr Avni Patel is responsible for running Brighton Skin Surgery. She is in the best position to investigate any complaint thoroughly and promptly. You or your representative (with your consent), can make a complaint by emailing us at enquiries@brightonskinsurgery.co.uk or writing a letter addressed to Dr Avni Patel, Mile Oak Medical Centre, Chalky Road, Brighton BN41 2WF, stating:

- Names of the staff member you wish to bring a complaint about
- The type of treatment you received
- Details of your complaint
- Any further comments that you want to bring to our attention

Getting back to you

Acknowledgements will be sent within five working days of receiving the complaint. I will then reply in full as promptly as I can - usually within 20 working days.

I may suggest meeting you to talk through your issues and attempt to resolve them.

If you are not happy with the response from Dr Patel, you have the right to take your complaint to the GMC at <https://www.gmc-uk.org/concerns>.

You may also wish to share your experience with the [Care Quality Commission \(CQC\)](#). Although they cannot look into complaints about health care or social care services, they would still like to hear from you if you are not happy about the care you receive. This is because they can use this information when they are looking at individual services in England to make sure that they are meeting important standards of quality and safety. To contact the Care Quality Commission call 03000 616161, email enquiries@cqc.org.uk or visit the [CQC website](#).