

***Ramsey Group Practice,***

***Bowring Road,***

***Ramsey,***

***Isle of Man,***

***IM8 3EY.***

***Telephone number: 01624-813881***

***Fax number: 01624-811921***

***NOTES FOR PATIENTS REGARDING***

***Ramsey Group Practice Complaints Procedure.***

*We always try to give the best service possible to our patients, but there may be times you feel that this has not happened for whatever reason. If this has happened to you, please tell us and we will do everything possible to address the matters you raise.*

*If you wish to make a complaint, please put it in writing addressed to the Practice Manager. You can either do this by letter or email to [RGP.General@gov.im](mailto:RGP.General@gov.im). You will receive a letter from the Practice Manager or the Assistant Manager acknowledging receipt of your complaint. Your complaint will be passed on to the relevant GP or department and also copied in to our complaints lead, Dr A Neel. Once all aspects of your complaint have been investigated, Dr A Neel will respond to you in writing. We will endeavour to do this within 28 days, however, if we feel the investigation may take longer, we will inform you.*

*We would hope that this will be sufficient in order to answer your questions regarding your complaint. If however, you feel that you are still not satisfied, please inform the Practice Manager or Assistant Manager and a meeting will be arranged between the appropriate people to discuss the matter further. You may bring a friend or relative to this meeting if you require.*

*If the issue cannot be resolved locally, you will then need to contact the:*

*Health and Social Care Ombudsman Body,*

*P O Box 18,*

*Douglas,*

*IM99 1UT.*

*We hope that this will not be necessary and the complaint can be dealt with in an efficient manner locally within the Practice.*

*Thank you.*

*Ramsey Group Practice LLC*