

# **COMMENTS, COMPLAINTS & SUGGESTIONS**

**THE SPIRES HEALTH CENTRE  
VICTORIA STREET  
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**Dr Ajay Ramachandran**

*MBBS, MD, CCT in General Practice Dip Advanced Respiratory  
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**Dr Divya Chikkaveeraiah**

*MBBS, MRCP, DFFP, DOMS*

## **Making a Complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:-

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

Paula Lawley will be happy to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make a complaint:

- **In Person** Ask to speak to Paula Lawley
- **In Writing** Some complaints may be easier to explain in writing. Please give as much information as you can, then send you complaint to the practice and mark it for the attentions of **Paula Lawley** as soon as possible.