

THE SOUTHGATE SURGERY COMPLAINTS PROCEDURE

July 2023

If you have a formal complaint to make, it is always advisable to try to resolve an issue directly with the provider in the first instance.

If you wish to raise a concern or complaint, please speak/write to the Practice Manager: Mrs Jane Hollingsworth.

Complaint forms and other complaint information are available from the receptionists.

Information about who to complain to, and how, is also available on our practice website: <https://www.thesouthgatesurgerynorthlondon.nhs.uk>

If you want to make a complaint to the Commissioner about Primary Care Services, please contact North Central London (NCL) Integrated Care Board (ICB), instead of NHS England, in the following ways:

Telephone: 020 3198 9743

E-mail: nclib.complaints@nhs.net

Post: North Central London Integrated Care Board Complaints Team, Laycock PDC, Laycock Street, London, N1 1TH

To complain about a UK government organisation, or the NHS in England, please contact the Health Ombudsman in the following ways:

- Visit their '[Making A Complaint Page](#)' to complain online or download a paper form
- Call their Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday
- Send a text to their 'Call Back' service: 07624 813 005