



# Eastgate Surgery

## Complaints & Comments Leaflet.

### Tell us what you think!

Eastgate Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint, it is practice policy to ensure you are not discriminated against or subjected to any negative effect on your future care, treatment, or support.

### How to complain

In the first instance, please discuss your complaint with the staff member concerned.

Where the issue cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem **OR**
- Within 12 months from when the complaint comes to your notice

Your complaint can be made verbally, or in writing, which can be in letter or email form.

Please send all complaints to eastgatesurgery@nhs.net or to the practice, at: Eastgate House, 28-34 Church Street, Dunstable, LU5 4RU. Once received, the practice will then acknowledge your complaint within three working days.

When the practice investigates your complaint, it aims to:

- Ascertain the full circumstances of the complaint
- Where required, ensure you receive a full apology,
- Identify what the practice can do to make sure the problem does not happen again.

You will receive the practice's full response to your complaint in writing, which will be sent via post to the address we have on file for you.

Should you wish to escalate your complaint further to the Parliamentary and Health Service Ombudsman, you will be advised how to do so in the formal response letter provided by the practice.

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