

The Complaints Process

Ayton & Snainton Medical Practice



Ayton & Snainton Medical Practice
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Talk to us

If you want to share your views and experiences, good or bad, speak to a member of our team.

You might find it helpful to talk to someone who understands the complaints process first. This could be a friend, family, advocate or somebody else you trust.

How to contact us

A complaint can be discussed face to face, over the telephone or by letter/e-mail.

We would always prefer to speak to you about the situation first to try to make things better.

Time frame for complaints

Tell us about your complaint within 12 months of the problem happening.

We will let you know we have your complaint within three working days.

We investigate what went wrong as soon as we can.

We will talk to you regularly to give you updates.

We will tell you what we find out.

Keeping things private

We do not tell people who do not need to know.

Your healthcare record will not show your complaint.

Your healthcare will not change because you complained.