**Little Bushey Surgery**

**Complaints**

***In this practice we take complaints very seriously and try to ensure that all our patients are pleased with the experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.***

***Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients’ concerns in a caring and sensitive way.***

