



Pembroshire
MEDICAL GROUP

Complaints Procedure



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Our Commitment to You

At Pembroke Medical Group, we strive to provide the highest quality healthcare. However, we understand that sometimes things may not go as planned. If you have a concern or complaint about the service you've received, we encourage you to share it with us. Your feedback is invaluable in helping us improve our services.

How to Make a Complaint

Informal Resolution:

Discuss with Staff: In many cases, issues can be resolved informally by speaking directly to the staff member involved.

Speak to a Manager: If the issue persists, please contact the practice manager to discuss your concerns.



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How to Make a Complaint

Formal Complaint:



Written Complaint:

Please submit your complaint in writing to Pembroke Medical Group, Wintern House, High Street, Fishguard, Pembroke, SA65 9AT or email info@winternhouse.co.uk



Verbal Complaint:

If you prefer to make a verbal complaint, please contact the practice manager to schedule a meeting.

What Happens Next



Acknowledgment: Your complaint will be acknowledged within 2 working days.



Investigation: A thorough investigation will be conducted to understand the circumstances. You may be contacted for further information.



Response: You will receive a written response within 28 working days outlining the findings of the investigation and any actions taken or planned.



Resolution: We aim to resolve your complaint to your satisfaction. If necessary, we may offer an apology, compensation, or changes to our services.