



Jai Medical Centre

COMPLAINTS & COMMENTS

- If you wish to offer feedback, raise a concern or a complaint about our service then please ask to speak to our General Manager, Suresh Vaghela who will assist you, in his absence – **Barnet:** Simpi Shah, Fezan Ali, **Brent:** Hetal Patel, Natasha Morton.
- The Medical Centre operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria.
- The '**Responsible Person**' for ensuring compliance with the complaints arrangement is Mr Suresh Vaghela
- Let us know your views: Pick up the comments leaflet located near the reception desk.
- Friends and Family Test: Feedback can be given by using the leaflets at the reception desk and posted in the NHS Friends & Family Test box.
- NB: If you make a complaint, it is our policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support

