

IVEL MEDICAL CENTRE

Dr Kirti Singh (GMC 6073476)

Chestnut Avenue
Biggleswade
Bedfordshire
SG18 0RA

Telephone: 01767 312441

Email: ivelmc.reception@nhs.net

Website: www.ivelmedicalcentre.co.uk

Patient Complaint Form

We are committed to providing high-quality care. If you are unhappy with any aspect of our service, please let us know. We operate a complaints procedure in line with NHS regulations and guidance.

You may complete this form and return it by:

- **Email:** ivelmc.reception@nhs.net
- **Post:** Ivel Medical Centre, Chestnut Avenue, Biggleswade, Bedfordshire, SG18 0RA
- In person at reception

Complaints should normally be made within 12 months of the event, or within 12 months of becoming aware of the issue.

We will acknowledge your complaint within 3 working days and aim to provide a full response within 20 working days. If more time is needed, we will inform you.

Making a complaint will not affect the care you receive from us.

Section 1: Patient Details

Patient Full Name: _____

Date of Birth: _____

Address: _____

Telephone: _____

Email: _____

Section 2: Are You the Patient?

Yes – I am the patient

No – I am making this complaint on behalf of the patient
(If no, please complete Section 5 – Third Party Consent)

Your Name (if different from patient): _____



Section 4: What Outcome Are You Seeking?

Please tell us what you would like to happen as a result of this complaint:

Section 5: Third Party Consent (if applicable)

If you are complaining on behalf of another patient, we require their written consent before we can share confidential information.

Patient Name: _____

I give permission for Ivel Medical Centre to discuss my medical care and share relevant information in relation to this complaint with:

Name: _____

Relationship: _____

This authority applies:

For this complaint only

Until (insert date): _____

Patient Signature: _____

Date: _____

If You Remain Dissatisfied

If you are unhappy with our response, you may refer your complaint to:

Parliamentary & Health Service Ombudsman

Tower 30, Millbank, London SW1P 4QP

Phone: 0345 015 4033

Website: www.ombudsman.org.uk

