

**Portarlington MediCentre Complaints Procedure**

Portarlington MediCentre welcomes the opportunity to investigate and review issues raised by patients who have identified areas of concern.

This enables the practice to address our patients concerns, investigate identified areas and/or team members, review policy and procedure where necessary and learn from the experience.

All complaints should be made **in writing** and addressed to the Practice Manager.

**Our complaints form is available from reception.**