



How to tell us what you think of us or complain about our work

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The logo for the Medical Practitioners Tribunal Service (MPTS) features the lowercase letters 'mpts' in white on a dark green rectangular background.

medical practitioners tribunal service

What this leaflet is about

We are the **MPTS** (Medical Practitioners Tribunal Service).

We want to hear what you think of us and our work.

You may want to:

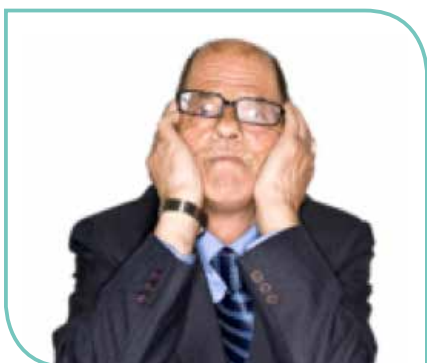
- give us an idea to help us with our work



- say thank you



- tell us you are unhappy about something we did (this is called making a complaint)





This leaflet tells you what to do.



This leaflet is not about complaining about your doctor.

There is another leaflet about this called **What to do if you are not happy with your doctor.**



It is on General Medical Council (GMC) website at www.gmc-uk.org/easyread



What we promise

When you tell us what you think we will:

- listen to you and what you need
- give you information in a way that is right for you
- be polite, honest and fair. We ask that you are polite and fair to us too.

How to tell us what you think or complain about our work



Please tell us:

- what happened
- what you are complaining or telling us about
- what you would like us to do



If there is a problem please tell the person you spoke to at the MPTS first if you can.

This may solve the problem.



Or there are other ways to tell us what you think or complain.

You can fill in the form starting on page 9 of this leaflet.



Or email enquiries@mpts-uk.org

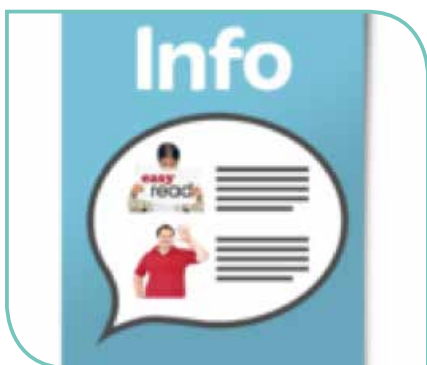


Or write to:
Feedback and complaints
Medical Practitioners Tribunal Service
St James' Building
79 Oxford Street
Manchester M1 6FQ



Or phone 0161 923 6602

Or Textphone using the Text Relay Service.
Dial 18001 then 0161 923 6602



Please tell us if you need any support from us. For example, if you need information in a certain way.

We will try to make it easy for you.



You can also ask someone else to tell us for you.

We will speak to them instead of you.

We will check you are OK with this.

What happens if you want to complain



Sometimes we may not be able to look at your complaint.

For example, the rules may say someone else needs to look at it.

We will tell you if this happens.

If we do look at your complaint

There are 3 things that may happen



- 1. We will try to solve the problem with the person at the MPTS you spoke to or a manager**

We will do this first. We will tell you our answer.



- 2. Looking at your complaint more**

If you are not happy with our answer we may look at your complaint more.

We will:



- tell you we have got your complaint. This may take up to a week.
- ask the right person at the MPTS to look at your complaint



- try to answer your complaint in 10 working days or less. We will tell you if it may take longer.

We will look at your complaint.



We will also look at how we can learn from it and do better next time.



After that, we will send you our answer. We usually do this by email.



3. If we cannot solve your complaint at this stage

We may ask another team of people who work for us to look at it.



They will look at your complaint.

They will write to you with our final answer.



Your information

We follow the laws about keeping your information private and safe.



Form to fill in to tell us what you think or complain about our work



About you

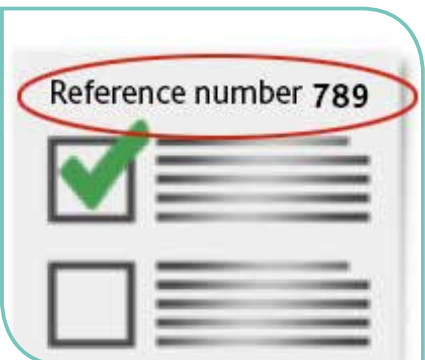
Your first and last name



Your email address



Your phone number



If we gave you a number to do with your complaint please write it here. It is called a **reference number**.



Are you speaking for someone else?

If you are please tell us:



- their name



- how we can get in touch with them



- how you know them (for example, are you a friend, partner, family or someone else)



We may need to check they are OK for you to talk to us.

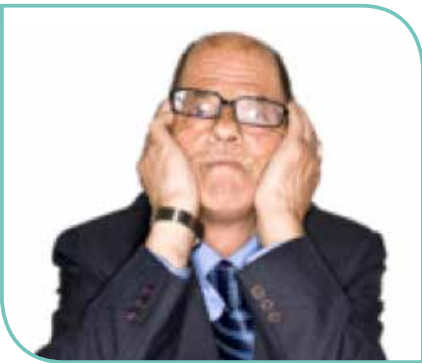


Do you need any support from us?

For example, do you need information in easy read or any other support?

What do you want to tell us?

Do you want to:



Complain
(Tell us you are unhappy with our work)



Thank us



Tell us something else about
our work or give us your ideas

Would you like an answer back from us?

 Yes No

Please tell us what you want to say to us or what happened. What did we do wrong or well?



Have you told us about this before?

Yes

No



What do you want us to do to help?



Thank you

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enquiries@mpts-uk.org



Or send it to:
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