**St Luke’s Internal Process For Concerns You Raise**

If you raise a concern with an external body we are not allowed to discuss this with you.

If you raise your concern with us directly this is the process we will follow.

Concern or complaint resolved

Patient informed of outcome (this may take up to 28 working days)

Appropriate actions taken

Concern or complaint investigated

Acknowledgement will be sent within 3 days (verbal / written)

Concern comes in