

## DialaChemist Ltd

### ***Will you help us to help you?***

We would like you to tell us what you think about the service we provide at this pharmacy.

***If you have any comments, suggestions or complaints please contact a member of staff at DialaChemist.***

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

Our Pharmacist will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services.

You can find your nearest PALS office on the NHS website [www.nhs.uk](http://www.nhs.uk)

An independent complaints advocacy service (ICAS) is available to provide advice and support to people who wish to complain about the NHS at [www.NHScomplaintsadvocacy.org](http://www.NHScomplaintsadvocacy.org)

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.



Providing NHS Services

