

Complaints Procedure – Bravo Pharmacy

Bravo Pharmacy is committed to providing a high-quality, safe, and professional pharmacy service. We take all complaints seriously and use them as an opportunity to improve our services.

How to make a complaint

If you have a complaint or concern about any aspect of our service, you can contact us by:

- **Telephone:** 07305 139774
- **Email:** abdullahi.abdinoor@nhs.net
- **Email:** bravo.pharmacy@gmail.com

Complaints may be made by the patient or by someone acting on their behalf with appropriate consent.

What happens next

All complaints will be acknowledged within **3 working days** of receipt. The complaint will be handled promptly, fairly, and confidentially.

Where appropriate, the complaint will be reviewed by the **responsible pharmacist or superintendent pharmacist**, who will investigate the issues raised and identify any necessary actions. We aim to provide a full response within **10 working days**. If further investigation is required and this timescale cannot be met, we will keep you informed of progress and provide an updated response time.

Learning and improvement

All complaints, outcomes, and actions taken will be documented and reviewed as part of the pharmacy's governance arrangements. Learning points will be used to improve services and reduce the risk of recurrence.

If you are not satisfied

If you remain dissatisfied with the response, you may escalate your complaint to the superintendent pharmacist.

You may also contact the **General Pharmaceutical Council**, which regulates pharmacies and pharmacy professionals in Great Britain:

- **Website:** www.pharmacyregulation.org
- **Telephone:** 020 3713 8000

The GPhC does not investigate individual complaints but can consider concerns about professional standards, patient safety, or fitness to practise.

In summary: **Complaints**

If you have a complaint or concern about our service, please contact Bravo Pharmacy on **07305 139774** or email

abdullahi.abdinoor@nhs.net or bravo.pharmacy@gmail.com.

Complaints are handled promptly and confidentially by a pharmacist. If you remain dissatisfied, you may contact the **General Pharmaceutical Council**.