

General
Medical
Council



Easy
Read

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



Easy Read



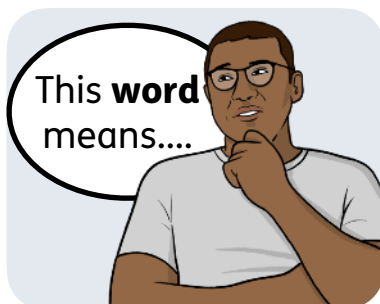
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a phone, tablet or computer.

What is in this booklet

About this booklet	4
How to tell us what you think.....	7
Our promise.....	10
What happens next	11
Tell us what you think.....	14
Thank you	19

About this booklet

General Medical Council

This booklet is from the General Medical Council (GMC).



We support doctors, **physician associates** and **anaesthesia associates** to give good, safe care to patients.



Physician associates are part of the team that cares for patients.

They are **supervised** by doctors - that means that doctors support them to do their job well.



Anaesthesia associates are part of the team that stops you from feeling pain when you have an operation.

They are supervised by **anaesthetists**. **Anaesthetists** are doctors in charge of stopping you feeling pain when you have an operation.



This booklet is about how you can tell us what you think of us or complain about our work.

You may want to:



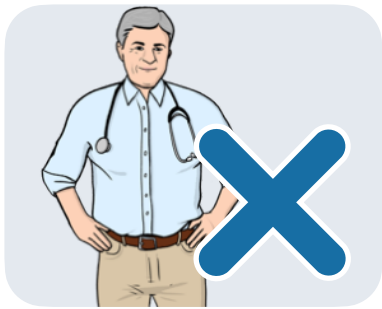
- Give us an idea to help us with our work.



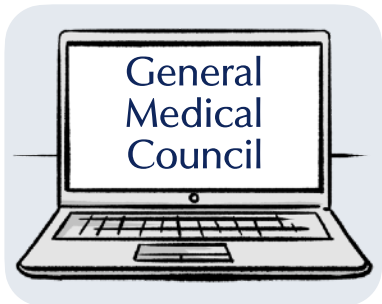
- Say thank you.



- Tell us you are unhappy about something we did - this is called making a complaint.



This booklet is not about raising a concern about your doctor, physician associate or anaesthesia associate.



If that is what you want to do, you can find a different booklet on our website that will help you:

www.gmc-uk.org/easyread

How to tell us what you think



This part of the booklet is about how to tell us what you think, or complain about our work.



If there is a problem, you should tell the person you already spoke to at the GMC first, if you can.

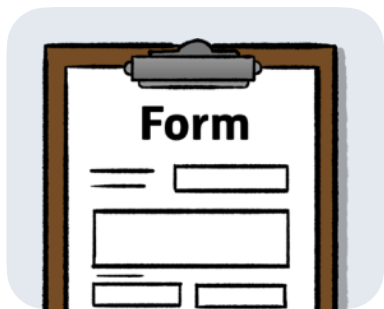


This may solve the problem.



If you cannot speak to them, there are other ways you can tell us what you think or make a complaint.

You can:



- Fill in the form starting on page 14 of this booklet.



- Email: feedback@gmc-uk.org



- Write to us:
Corporate Review Team
General Medical Council
3 Hardman Street
Manchester
M3 3AW



- Phone: 0161 923 6602



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



Please tell us if you need any support from us, like if you need information in a different way.



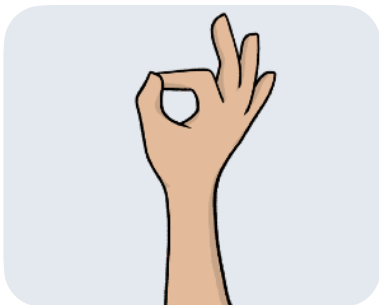
We will try to make it easy for you.



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.

Our promise

When you tell us what you think, we promise to:



- Listen to you and what you need.



- Give you information in a way that is right for you.

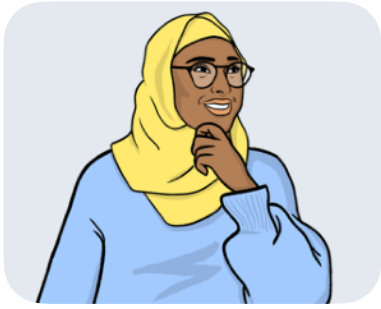


- Be polite, honest and fair.



We ask that you are polite and fair to us too.

What happens next



If you have an idea to help us with our work, or want to say thank you about something we have done well, we will share this with the right team.



Or if you are making a complaint, we will check it is something that we can look at.



We cannot look at some complaints, because the rules may say someone else needs to look at them.



We will tell you if this happens.



If we do look at your complaint, there are 3 things that may happen.



1. The person at the GMC that you spoke to, or their manager, will try to solve the problem.



We will do this first, and we will tell you our answer. We usually do this by email.



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

If we look at your complaint more, we will:



- Ask another person at the GMC to look at your complaint.



- Look at how we can learn from your complaint and try to do better next time.



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



3. If we cannot fix 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 and write to you with our final answer.

Your information



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

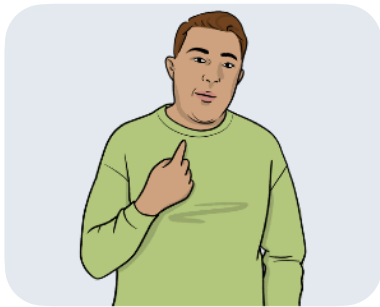
Tell us what you think



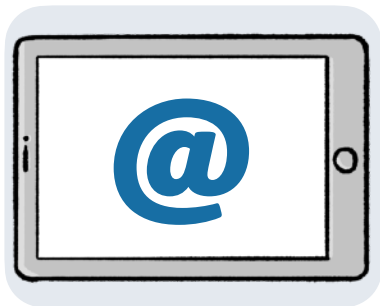
Please answer the questions on this form to tell us what you think, or complain about our work.

About you

My name is:



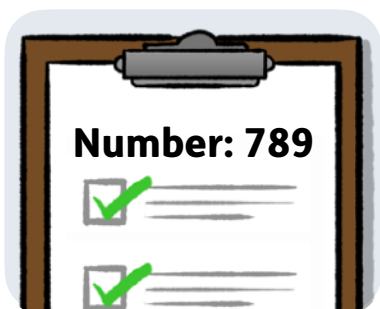
My email address is:



My phone number is:



If we gave you a number about your complaint, called a reference number, please write it here:



If you are speaking for someone else



If you are contacting us for someone else, please answer the questions below.

If you are not contacting us for someone else, you do not need to answer these questions.



Their name is:



We can get in touch with them by:



How you know them:

Are they a friend, partner, family or someone else?



We may need to check that they are OK with you talking to us.

What do you want to tell us?



Please tick the box if you want to:

Tell us you are unhappy with our work, or complain

Thank us

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



Please tick the box to tell us if you would like an answer back from us.

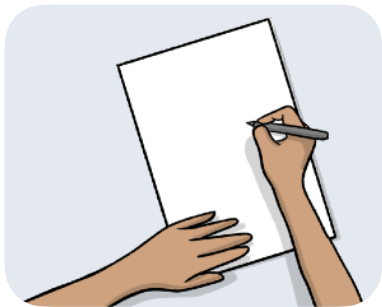
Yes

No



Support

If you need any support from us, like information in Easy Read, please tell us what you need in the box below.



What do you want to tell us?

Please write in the box 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 would you like us to do next? Please write it in the box.

Thank you



Thank you for filling in this form.

You can send the form back by:



- Post:
Corporate Review Team
General Medical Council
3 Hardman Street
Manchester
M3 3AW



- Email: feedback@gmc-uk.org

This Easy Read booklet was produced by easy-read-online.co.uk

The booklet includes images licensed from Photosymbols & Shutterstock.

If you have any questions about the Easy Read document, please contact the General Medical Council.