



The Government of Sark

MEDICAL & EMERGENCY SERVICES COMMITTEE

**A COMMITTEE OF THE CHIEF PLEAS OF SARK
COMMITTEE OFFICE, LA CHASSE MARETTE, SARK GY10 1SF**

Complaints handling

Most concerns can be resolved informally and at the time. If you wish to raise a concern about a practitioner or the Sark Medical Centre, please contact the Committee Office. The easiest way to get in touch with the Committee Office is via email at **concerns@sarkgov.co.uk**. If your concern is to be taken forward, you may need to give your name.

The Committee Office will consider in line with Sark legislation. If at any stage there is a concern for patient safety it will be brought to the attention of the Responsible Officer without delay.

The Responsible Officer is a senior medical practitioner based in Guernsey. He or she has no connection to Sark, the Sark Medical Centre or the Committee Office.

Advice and support

Patients and their families are welcome to contact the Responsible Officer direct:

For the Medical Officer of Health (known also as the Sark Doctor), including any locums, the Responsible Officer is Dr Peter Rabey. Email: peter.rabey@gov.gg. Address: Dr Peter Rabey, Responsible Officer, HSC Corporate Headquarters, The Vauquiedor, St Andrews, Guernsey GY6 8TW.

For the nurse, we have agreed for the Chief Nursing Officer in Guernsey to be the point of contact for concerns. The Chief Nursing Officer is Elaine Burgess. Email: elaine.burgess@gov.gg.

Definitions

For the purposes of this notice, a concern is any concern, allegation or complaint regarding a practitioner. These will be brought to the attention of the Responsible Officer. Where a concern may be a result of a misunderstanding, miscommunication or as a result of an administrative matter, the Committee Office will attempt to resolve informally.

January 2025 (v2)