

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from any of the staff working at this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints procedure meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaints:

- Within 6 months of the incident that caused the problem

Or

- Within 6 months of discovering that you have a problem provided this is within 12 months of the incident.

Complaints should be addressed in writing to our Practice Manager, Mrs Clark. You can also e-mail us via our practice website. It will be a great help if you are as specific as possible about your complaint. If your complaint is of a clinical nature, it will be given to Dr Michele Devin, Clinical Complaints Officer to investigate.

WHAT WE SHALL DO

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned – if you would like this
- Ensure you receive an apology, where this is appropriate
- Identify what we can do to ensure the problem does not happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

DISSATISFACTION WITH YOUR COMPLAINT

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your rights to approach other governing bodies. If you are dissatisfied with the result of our investigation you can contact *Scottish Public Services Ombudsman*:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330
Online Contact: www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>