



PATIENT INFORMATION LEAFLET

COMMENTS COMPLAINTS & SUGGESTIONS

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making A Complaint

If you have any complaint or concern about the service you have received from the doctors or the staff working in this Practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system 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 resolved 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 complaint:

- 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

Mrs P Smith, Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Mrs P Smith, Practice Manager

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the to Mrs P Smith, Practice Manager as soon as possible

What We Shall Do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved.

In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for 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 make sure this problem does not happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in writing or in person.

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.

What you can do next

We hope that, if you have a problem, you will make use of our Practice Complaints Procedure. We believe 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 right to approach NHS Grampian. If you do not wish to raise a complaint or you are dissatisfied with the results of our investigation you should contact the NHS Grampian Complaints Team for further advice. **NHS Grampian Feedback Service St Martins House 181 Union Street Aberdeen AB11 6BB Tel: 01224 224904**

If you remain dissatisfied with the responses to your complaint, you have the right to refer the matter to the Scottish Public Services Ombudsman at SPSO, Freepost EH641, Edinburgh EH3 0BR, Tel: 0870 0115378.

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

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