# Complaints Procedure

Although we endeavour to give the best possible service there may be times when you feel you have received less than this. If you have a complaint or concern about the service you have received from either the doctors, or any of the staff working in the Practice, please let us know. We operate a practice complaints procedure, which meets national criteria and is part of a NHS system for dealing with complaints.

## 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. So, if you are dissatisfied, please discuss this if possible with the person who is attending to you.

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 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 event; or
* Within 6 months of discovering that you have a problem, provided this is within 12 months of the event.

Complaints can be addressed in writing to Louise Matthews, Practice Manager. Alternatively, you may ask for an appointment with Louise Matthews in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

## What we will do

We will acknowledge your complaint within 3 working days and aim to investigate your complaint within 20 working days from the date you raised it with us. We will then be in a position to give you an explanation, or offer a meeting with those involved. In investigating your complaint, we will 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 make sure the problem does not happen again.

**Complaining on behalf of someone else**

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

**Assistance in making a complaint**

A self-help pack is provided along with this Information Sheet.

If you would prefer to talk to someone who is not involved in your care, you can contact NHS Lothian at Waverley Gate 2-4 Waterloo Place EDINBURGH EH1 3EG Tel No: 0131 465 5708.

Or, The Scottish Citizen Advice Bureau (CAB) can provide help, a leaflet is provided along with this Information Sheet.

**Further action**

If you are dissatisfied with the result of our investigation, you can ask the Scottish Public Services Ombudsman to investigate your case. You should contact: Scottish Public Services Ombudsman, 4 Melville Street, EDINBURGH EH3 7NS. Tel: 0870 011 5378.