

BROUGHTY FAMILY HEALTHCARE **PRACTICE COMPLAINTS PROCEDURE**

We offer a practice based complaints procedure to deal with comments, suggestions or complaints about the services we offer. Our aim is to give you the highest possible standard of services and we try to deal with problems that may occur, swiftly and properly.

We always try to provide the best possible service, but there may be time when you feel that this has not happened. This information sheet explains what to do if you have a complaint about any of the services that we provide for you.

Our practice procedure is not able to deal with questions of legal liability or financial compensation, we hope that you will use the procedure to allow us to investigate any problems you have identified and allow us to put right any mistakes that have been made.

If you use this procedure it will not affect your rights to take your complaint to the Scottish Ombudsman if we cannot resolve matters to your satisfaction.

Please understand that we have to respect patients' confidentiality and an Individual patient's consent will be necessary if a complaint is made by another person on their behalf.

If you wish to make a complaint, please write to our Practice Manager, Mr James O'Connor or email to tay.broughtyferry@nhs.scot.

We think it is important to deal with complaints swiftly, and you may be offered an early appointment with us, if required, to discuss the matter.

We following the following process for all complaints

Stage One – early, local resolution

We will acknowledge your complaint within three working days.

We will try to resolve your complaint within five working days if possible. If you are dissatisfied with our response, you can ask us to escalate to your complaint to Stage two.

Stage Two – Investigation

Should your complaint be complex in nature we will start your complaint at Stage Two.

We will acknowledge your complaint within three working days.

We will look at your complaint at this stage if you are dissatisfied with our response at Stage One.

We will endeavour to provide you with an answer as soon as possible. This will be within a maximum of 20 working days unless communicated that there is clearly a good reason for more time to respond.

If this has not been possible and you wish to continue your complaint, you should contact the Scottish Ombudsman.

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland. This includes complaints about the NHS in Scotland. If you remain dissatisfied with an NHS board or service provider after its complaints process has concluded, you can ask the SPSO to look at your complaint. The SPSO cannot normally look at complaints:

- where you have not gone all the way through the complaints handling procedure
- more than 12 months after you became aware of the matter you want to complain about, or
- that have been or are being considered in court.

The SPSO's contact details are:

SPSO

Bridgeside House

99 McDonald Road

EDINBURGH

EH7 4NL

Freepost SPSO

(You don't need to use a stamp)

Freephone: 0800 377 7330

www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

August 2023