

## Complaints' Procedure

As a Practice team, we work very hard to ensure that we provide the best service to you however, should you have a complaint or concern, please let us know.

We operate a procedure as part of an NHS system for dealing with complaints and our system meets the national criteria.

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 dealt with in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible in order that we can establish what has gone wrong. Please address such concerns to:

**Mrs Gillian Conn**, Practice Manager or to the Senior Partner, **Dr P A Ewart**.

Your letter will be acknowledged within 2 working days and we aim to have looked into your complaint within 10 working days. 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, where necessary
- Ensure you receive an apology, where appropriate
- Identify what we can do to ensure the problem does not happen again

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. As private contractors, responsibility to resolve your complaint lies solely with the Practice however, in some circumstances, the NHS Board may offer impartial advice and support to facilitate the resolution of your complaint.

If you do not believe your complaint has been addressed appropriately, and only after you have followed through with the Practice Complaints Procedure, you have the right to contact The Scottish Public Services Ombudsman, Freepost EH641, Edinburgh, EH3 0BR. Tel: 0800 377 7330 or access the website on: [www.spsso.org.uk](http://www.spsso.org.uk).

Thank You.