

**Strathesk Medical Practice, 109/111 High Street, Bonnyrigg**

**EH19 2ET**

**Tel: 0131 322 9333**

**[www.stratheskmedicalpractice.gp.scot](http://www.stratheskmedicalpractice.gp.scot)**

## **Strathesk Medical Practice Complaints Handling Procedure**

This leaflet explains how you can make a complaint, and the procedure that we will follow.

*Please let us know if you require this leaflet in another language or format (such as large print or audio).*

### **What is a complaint? We regard a complaint as:**

*Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.*

### **Who can complain?**

Anyone can make a complaint to us. You can complain directly to us or if you would rather have someone make the complaint on your behalf, we can deal with your representative, who could be a relative, carer, friend, or anyone else you choose. If someone is making a complaint on your behalf, it is important for you to know that we will need to ask for your permission for us to deal with that person.

### **What can I complain about?**

You can complain about things like:

- Your care and/or treatment.
- A failure to provide a service.
- Treatment by or attitude of a member of our staff.

It is not possible to list everything you can complain about. If you want to complain about something that we have not listed above then we encourage you to do so.

### **What can't I complain about?**

There are some things we cannot deal with through our complaint handling procedure. These include

- A request for a second opinion in respect of care or treatment.
- Matters relating to private healthcare or treatment.
- A complaint about which you have commenced legal proceedings, or have clearly stated that you intend to do so.

We will let you know if we are unable to deal with your complaint, and explain the reasons why.

### **How do I complain?**

Normally you must make your complaint within six months of :

- The event you want to complain about; or
- Finding out that you have a reason to complain but no longer than 12 months after the event itself.

You can complain by **phone**, in **writing by post**, **e-mail to [clinical.s77271@nhslothian.scot.nhs.uk](mailto:clinical.s77271@nhslothian.scot.nhs.uk)** or in **person**.

If you have trouble putting your complaint in writing, please tell us in person or contact us by phone.

### **Please make sure you include:**

- Your full name and address.
- The full name, address and date of birth of the person affected if you are complaining on behalf of someone.
- As much detail as possible about the complaint, including when and where it happened.
- How you want us to resolve the matter.

### **What happens next?**

- We will try to resolve your complaint quickly.
- Where appropriate, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.
  - Stage 1 - Early resolution If your complaint is straightforward and can be easily resolved, staff will try to sort it out in **five working days or less**, unless there are exceptional circumstances. This stage of the complaints process is called 'early resolution - Stage 1

- Stage 2 – Investigation. If your complaint is more serious and complex, or has not been resolved at the early resolution stage, it will need to be investigated. This is called the 'investigation (Stage 2)' At the investigation stage, staff will write to you within **three working days** to acknowledge your complaint. They may also get in touch by phone to discuss your complaint with you and to understand what outcome you are looking for
- If you are still dissatisfied, you can contact the Scottish Public Service Ombudsman – See details below:

### **Scottish Public Service Ombudsman (SPSO)**

The SPSO can look at your complaint if you are dissatisfied with our response.

Please bear in mind that the SPSO **cannot** normally look at :

- A complaint that has not completed our complaint procedure, so please make sure you have done this before contacting the SPSO.
- Events that happened, or that you became aware of more than a year ago or is being considered in court.

Contact details:

Scottish Public Services Ombudsman

Bridgeside House

99 McDonald Road

Edinburgh

EH7 4NS

Tel: 0800 377 7330

Fax: 0800 377 7331

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

### **Getting help to make your complaint**

The Patient Advice and Support Service is an organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. Their website is:

**<https://www.cas.org.uk/pass>**

Their telephone number is **0800 917 2127**