

Did You Know?

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 complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 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 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 that is within 12 months of the incident.

Marcia Robertson, the 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 **Marcia Robertson, Practice Manager**

In Writing - some complaints may be easier to explain in writing - please include as much information as you can, then send your complaint to the Practice for the attention of the Practice Manager as soon as possible.

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

What we will do

We will acknowledge your complaint within 5 working days and aim to have looked into your complaint within 2 weeks of the date when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we will 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
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

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 his or her 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

If you remain dissatisfied with the responses to your complaint, you can contact:

Carol Clark
Feedback Advsior
NHS Grampian
181 Union Street
ABERDEEN

You also have the right to refer the matter to the Ombudsman:

Scottish Public Services Ombudsman
SPSO
Freepost EH641
Edinburgh EH3 0BR