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| COMPLAINTS PROCEDUREAt the above practice we take complaints very seriously and endeavour to ensure that all our patients are satisfied with their experience and the service they receive. When patients complain, they will be dealt with courteously and promptly in order to resolve the issue and quickly as possible. The procedure is based upon the following aims: Our objective is to react and answer complaints in a compassionate and understanding manner. We aim to learn from every opportunity and respond to patients’ complaints in a caring and sensitive manner. Patient confidentiality will be maintained between the patient and complaints manager. 1. In the event you wish to complain the individual for non clinical complaints is the practice manager Allison McCann and for clinical complaints is Neil Gordon.2. If a patient complains by telephone or at the reception desk, we will listen to their complaint to refer the matter internally to either Allison McCann or Neil Gordon immediately. If either Allison McCann or Neil Gordon are not available at the time of the complaint then the patient will be informed when a suitable time to telephone in order that the complaint be raised. In this event the member of staff will take brief details of the complaint and inform either Allison McCann or Neil Gordon. 3. In the event a patient complains in writing this letter will be immediately given to Allison McCann or Neil Gordon. 4. We will acknowledge the patient’s complaint in writing within 2 working days of receipt of the complaint enclosing a copy of this procedure as soon as possible after initial acknowledgement. We will investigate the patient’s complaint by looking at the issue and any associated clinical notes, invoices and any other additional information. We will ask the relevant individual for their comments in this respect and send a further letter within 14 days to the patient outlining the investigations and findings. The patient will be invited for a meeting to discuss the complaint in an attempt to seeking resolution of the issue. If the patient does not wish to discuss at the practice then arrangements can be made to discuss by telephone. In the event we are unable to investigate the issue for any reason then the patient will be informed of the delay and the time expected to conclude the investigation. 5. We will confirm our findings following investigation in writing to the patient. 6. A record of the complaint will be maintained on file until resolution is achieved. 7. If a patient is not satisfied with the outcome and response following the investigation then they may wish to contact the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS, telephone 0800 377 7330.  |