

## Our Complaints Procedure

**In our practice we operate an open and honest complaints procedure which is in line with NHS Scotland's 'Charter of Patient Rights and Responsibilities'. Our complaint procedure applies to both NHS and Private Treatment. By telling us about your concern, we can apologise to you, investigate and try to put things right. We will also learn lessons and improve services where they need to be better.**

1. It is our goal to resolve any concerns locally and the Practice Manager is responsible for dealing with and investigating all patient complaints. However you also have the right to raise your complaint with the Feedback and Complaints Officer at the local NHS Health Board or primary care service provider, details of which can be provided at reception.
2. We endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact. However, if an investigation is required we will acknowledge the complaint **within three working days** and endeavour to respond in full **within twenty working days**. If we cannot meet the twenty working day response deadline, we will write to you to let you know the reason for the delay and to provide a new response deadline date.
3. If you would like assistance in dealing with your complaint NHS patients can contact the Patient Advice and Support Service (PASS) and Private Patients may choose to approach the Dental Complaints Service. Contact details for both these organisations can be provided on request from our Reception Team or via:

[www.patientadvice.scot.nhs.uk](http://www.patientadvice.scot.nhs.uk)

[www.gdc-uk.org/Membersofpublic/Raisingaconcern/Pages/default.aspx](http://www.gdc-uk.org/Membersofpublic/Raisingaconcern/Pages/default.aspx)

4. If you remain dissatisfied with our response to your complaint a local resolution meeting may be offered if appropriate and we will advise you of how you can escalate your concerns to the Scottish Public Services Ombudsman:

Scottish Public Services Ombudsman  
Freepost EH641  
Edinburgh  
EH3 0BR

Freephone: 0800 377 7330  
Fax: 0800 377 7331  
Text Number: 0790 049 4372  
Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)  
Web: [www.spsso.org.uk](http://www.spsso.org.uk)