

I'm not happy with the way my complaint has been handled

If you are unsatisfied with the response to your complaint you can write to the Scottish Public Services Ombudsman who will consider complaints after they have been through the formal complaints process.

In person:

Scottish Public Service
Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

By post:

Scottish Public Service Ombudsman
Freepost SPSO (you don't need to use a stamp)
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

Fax: 0800 377 7331

Making a complaint

CROWN MEDICAL PRACTICE

Crown Medical Practice aims to provide the best possible care and services but sometimes things can go wrong.

If there is an aspect of your care, experience of care or some service with which you have not been satisfied, please let us know as soon as possible.

Resolution

We aim to resolve your complaint or concern quickly and fairly and where possible through a member of staff talking to you.

Privacy Statement

In accordance with the General Data Protection Regulations (EU) 2016/679 we must advise you that your name and address will be added to a complaints database which has been set up for the management of your complaint and statistical purposes. This information will not be disclosed by us without your permission to any other person and will not be used for any other purpose other than to progress your complaint unless we are required to do so by law.

Who can complain?

Any person who has used Crown Medical Practice services, a relative or friend on behalf of a patient, a care provider or a health professional accessing the Service on behalf of patients. Please note that you will be required to provide signed consent if you are complaining on behalf of a relative or friend providing they are fit to do so and you will be sent a form with acknowledgement of your complaint - see "Quick guide to the complaint procedure".

Quick guide to the complaint procedure

Stage one: early, local resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage two.

Stage two: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

In some cases, more time may be needed to give you a full response e.g. annual leave or detailed investigation. If this is the case we will let you know why.

In investigating your complaint the practice aims to –

- Speak to those concerned to find out what happened.
- Report findings to you as soon as reasonably possible.
- Arrange a meeting, if you wish, to discuss your complaint (either with or without those concerned).
- Ensure you receive an apology where this is appropriate.
- Implement any changes to the service provided by the practice as deemed necessary.

Will I be treated differently if I complain about the service?

Absolutely not. Crown Medical Practice welcomes feedback on the services and care it provides and the health and well-being of our patients is our primary concern.

How can I make a complaint?

Most problems can be sorted out easily and quickly, often at the time they arise by speaking to someone; however if things cannot be sorted in this way then you may wish to make a formal complaint. There are a number of ways a complaint can be made. You can complain:-

- In person to a member of staff
- By telephone on **01463 214450**
- By letter, writing to the Complaints Officer.
- By using our CCC form which is available from reception or our website. This form must be completed and sent back to the practice addressed to the CCC Officer.

Patient Advice and Support Service (PASS)

This is an independent service which provides free, accessible and confidential advice and support to patients, their carers and families about NHS health and social care.

In particular, it promotes an awareness and understanding of the rights and responsibilities of patients and will advise and support people to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

Find out more about the Patient Advice and Support Service.

Call 0800 917 2127 to speak to a specialist advisor.