**Viewfield Medical PractiCE**

GP and Minor Injuries Centre, Livilands Gate, Stirling, FK8 2AU

**COMPLAINTS HANDLING PROCEDURE**

Viewfield Medical Practice is committed to providing our patients with the delivery of safe, high quality care and treatment. We understand, however, that sometimes things don’t go as expected and you may wish to complain.

Complaints should be made, in writing, and can be posted or handed in to the above address or may be emailed into the practice. They should be addressed to the Complaints Officer who is the Practice Manager, Diane Thomson.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. If your complaint requires a more detailed investigation, we will advise you of this and keep you informed of the progress and if we are unlikely to meet the normal timescales.

Complaints should be made within 6 months of the event you want to complain about - or -

Finding out that you have a reason to complain, but it is no longer than 12 months after the event itself. Complaints out-with this timeframe cannot be investigated.

**Timescales For Complaint Handling**

**Early Local Resolution – Stage One**

If possible we will try to resolve your complaint within 5 working days. If you remain dissatisfied, you can ask us to consider your complaint at Stage 2.

**Investigation – Stage Two**

If you remain dissatisfied with our response to your complaint, we will look at it further at Stage 2

Some complaints will be looked at immediately at Stage 2 if it is clear from the outset that they are complex or require detailed investigation.

At Stage 2 we will acknowledge your complaint within 3 working days and aim to give you our decision within 20 working days, unless there is a good reason for needing more time. We will keep you informed if we are unable to meet this timescale.

**SPSO – Scottish Public Services Ombudsman**

If after receiving our final decision regarding your complaint you remain dissatisfied with our decision, or in the way that we have handled your complaint, you can ask for the SPSO to consider your case. As this is the final stage of the NHS complaints procedure, their decision is final.

Freepost SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

0800 377 7330 (freephone)

[www.spso.org.uk](http://www.spso.org.uk)

**PASS – Patient Advice and Support Service**

If you require free, confidential assistance with any aspect of complaints PASS (Patient Advice and Support Service) [www.pass-scotland.org.uk](http://www.pass-scotland.org.uk) offers you guidance and support.

**Areas Where You Can and Can’t Complain**

**Some of the things you can complain to us about:**

Your care/treatment

An inadequate standard of service (eg time for prescriptions)

Difficulty in contacting us

Appointments and access

Attitude or treatment by a staff member

Operational or procedural issues

**Some things that you are unable to complain about:**

Matters relating to services not provided or funded by the NHS

Matters relating to private healthcare or treatment

A previously concluded complaint where we have given you our final decision

A complaint that has been previously investigated by the SPSO

A complaint already the subject of medical negligence or legal action

Any complaint where you have stated, in writing, that you intend to take legal action

If you are pursuing financial compensation

Any issue that occurred in England, Wales or Northern Ireland

**Who Can Complain?**

Anyone can make a complaint to us. You can complain directly to us or you can have someone complain on your behalf. If you are nominating someone to complain on your behalf we need to ensure that we have your full permission to discuss your confidential medical information.

**When Complaining**

Please ensure that you state:

The name, address and date of birth of the person affected in the complaint

Information regarding the complaint, including dates when this happened

Any relevant questions you wish answered

How you would like us to resolve the matter

If you require this information sheet in another format please contact the Complaints Officer within the practice.