



**Dr S Arnott**

## **How We Handle Your Complaint**

**Shotts Health Centre  
36 Station Road  
Shotts  
ML7 5DS**

**Newmains Health Centre  
17 Manse Road  
Newmains  
ML2 9AX**

**Telephone:  
01501 822256**

**01698 384482**

**[www.burnbraemedicalpractice.co.uk](http://www.burnbraemedicalpractice.co.uk)**

**[burnbrae.medicalpractice@lanarkshire.scot.nhs.uk](mailto:burnbrae.medicalpractice@lanarkshire.scot.nhs.uk)**

**8am until 6pm Monday to Friday**

**Out of Hours Service**

**Telephone: 111**

**NHS 24 available 24 hours a  
day, 7 days per week to provide free expert advice**

**Telephone: 111**

**[www.nhs24.com](http://www.nhs24.com)**

## **Burnbrae Medical Practice Complaints Procedure**

Burnbrae Medical Practice is committed to providing high quality care and treatment to people in our communities through the delivery of safe, effective and person-centered care. We understand, however, that sometimes things go wrong. If you are dissatisfied with something we have done, or have not done, please tell us and we will do our best to put things right. If we cannot resolve matters in the way you want, we will explain why it's not possible to do as you suggest.

This leaflet tells you about our complaints procedure and how to make a complaint. It includes information about what you can expect from us when we are dealing with your complaint.

### **What is a complaint?**

We regard a complaint as:

*'Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us.'*

### **Who can complain?**

Anyone can make a complaint to us. You can complain directly to us or, if you would rather have someone make the complaint on your behalf, we can deal with your representative. This could be a relative, a carer, a friend or any other person that you choose.

If you agree to someone making a complaint on your behalf, it is important for you to know that we will need to ask permission for us to deal with that person.

### **What can I complain about?**

You can complain about things like:

- Your care and/or treatments;
- Delays;
- A failure to provide a service;
- An inadequate standard of service;
- A lack of information and clarity about appointments;
- Difficulty in making contact with us for appointments or queries;
- Treatment by or attitude of a member of our staff;
- Environmental or domestic issues;
- Operational and procedural issues;
- Our failure to follow the appropriate process;
- Your dissatisfaction with our policy.

We realise it is not possible to list everything you can complain about. If you want to complain about something that we have not listed above, we encourage you to do so.

### **What can't I complain about?**

There are some things we cannot deal with through our complaints handling process:

- A routine first-time request for a service, e.g. a request for an appointment;
- A request for a second opinion in respect of care or treatment;
- Matters relating to services not provided by or funded by the NHS;
- Matters relating to private healthcare or treatment;
- A previous complaint where we have given our final response;
- A complaint being investigated by the Scottish Public Service Ombudsman (SPSO);
- A complaint about which you have commenced legal proceedings, or have clearly stated you intend to do so, rather than pursue the matter through the NHS complaints procedure.

If other procedures can help you resolve your concerns, we will give information and advice to help you.

## **Quick Guide to Complaints Procedure**

### **Complaints Procedure**

You can make your complaint by e-mail or in writing to Megan Biggerstaff, Business Manager. Contact details are at the front of this leaflet.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly, but if it is clear the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### **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 can look at complaints immediately at this stage if it is clear they are complex or need detailed investigation.

We will acknowledge your complaint within three working days and will give you our decision as soon as possible.

This will be after no more than 20 working days *unless* there is a good reason for needing more time.

### **The Scottish Public Services Ombudsman**

If, after receiving our final response, you remain unhappy with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

### **How do I complain?**

You can complain in writing or by email to the place where you have received care, treatment or advice, or where the incident you want to complain about happened.

When complaining, please tell us:

- Your full name and address, and your email address if this is your preferred method of contact;
- The full name, address and date of birth of the person affected if you are complaining on behalf of someone else;
- As much as you can about the complaint;
- What has gone wrong;
- When did this happen;
- Where did this happen; and
- How you want us to resolve the matter.

Giving us this information will help us to clearly identify the problem and what we need to do to resolve matters.

### **How long do I have to make a complaint?**

Normally, you must make your complaint within six months of:

- The event you want to complain about; or
- Finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel the time limit should not apply to your complaint, tell us why.

If we decide that, because of the time that has passed since the incident occurred, we cannot consider your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to review our decision.

## **What happens when I have complained?**

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

### **Stage one – early, local resolution**

We aim to resolve complaints quickly and close to where we provided the service. Where appropriate, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

Sometimes we will have to make some enquires before we can respond to your complaint. We will give you our decision at Stage one in **five working days or less**, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage two. You may choose to do this immediately or sometime after you get our initial decision.

### **Stage two – Investigation**

Stage two deals with two types of complain: those that have not been resolved at Stage one and those that are complex and require detailed investigation.

When using this stage, we will:

- Acknowledge receipt of your complaint within three working days;
- Where appropriate, discuss the complaint with you to understand why you remain dissatisfied and what outcome you are looking for; and
- Give you a full response to the complaint as soon as possible and **within 20 working days**.

If our investigation will take longer than this, we will tell you. We will agree revised time limits with you and keep you updated on our progress.

## **What if I'm still dissatisfied?**

If you are still unhappy with our decision or the way in which we have dealt with your complaint when we have sent you our final response, you can ask the **Scottish Public Services Ombudsman (SPSO)** to look at it.

The SPSO **cannot** normally look at:

- A complaint that has not completed our complaints procedure;
- Events that happened, or that you became aware of, more than a year ago; or
- A matter that has been or is being considered in court.

Details on how to contact the SPSO are at the end of this leaflet.

## **Getting help to make your complaint**

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is unhappy with our service as long as the person has given their permission for us to deal with that person. We can take complaints from a friend, relative or an advocate, if you have given them your consent to complain for you.

The Patient Advice and Support Service (PASS) is an organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the NHS.

Further information can be found on their website:

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

We are committed to making NHS services easy to sue for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you to access and use our services. If you have trouble putting your complaint in writing, or want information in another language or format, tell us in person. Our contact details are at the front of the leaflet.

## **Scottish Public Services Ombudsman**

### **In Person:**

SPSO  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

### **By Post:**

Freepost SPSO  
(no need for stamp)

### **Freephone:**

0800 377 7330

### **Online contact:**

[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

### **Website:**

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