

What we will do

We will acknowledge your complaint within **2** working days. If we are unable at this point to provide a full reply, we will aim to investigate your complaint within 20 working days of the date when you first raised it with us. We will then give you an explanation, or offer a meeting with those involved. If it is not possible for us to reply fully within the 20 working day period, due to e.g. complexity or the need to refer to other parties, we will let you know and advise you of the expected timescale for reply.

In investigating your complaint, we will

- find out what happened and discuss the problem with you if required
- ensure you receive an apology where this is appropriate
- identify what we can do to avoid the problem in future

Confidentiality

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Local Resolution

We hope that, if you have a problem, you will make use of our Practice complaints procedure. If you feel you cannot raise your complaint with us, you may contact:
NHS Complaints Team (Borders), 2nd Floor, Waverley Gate, 2-4 Waterloo Place, Edinburgh, EH1 3EG; Tel 0131-465-5708

Patient Advice and Support Service

The Patient Advice and Support Service (PASS) is a nationally agreed contract with Citizens Advice Scotland, providing advice and support to patients giving feedback, raising concerns or complaints. This service is delivered locally in Borders by the Citizens Advice Bureau Peebles Office. Their local worker is Susanne Dyer who can be contacted on 01721 721722.

More information on the Patient and Advice Support Service (PASS) is available at www.cas.org.uk/Projects/patientadvice

Scottish Public Services Ombudsman (SPSO)

If you are still dissatisfied, after the complaints procedure has been

exhausted, you can request an investigation of your complaint by the SPSO:
Scottish Public Services Ombudsman, Freepost EH641, Edinburgh, EH3 0BR Tel 0800-377-7330; Fax: 0800-377-7331; Text: 07900-494-372; Email: ask@spsso.org.uk ; Weblink: www.spsso.org.uk

COMPLAINT FORM

Complainant's details

Name: _____

Address: _____

Patient's details (where different from above)

Name:

Address:

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Date of Birth:

Your [GP/Dentist/Optician/Pharmacist](#):

Details of complaint (including date(s) of events and persons involved):

(Please continue overleaf)