

Adam Avenue Practice - Complaints Procedure

We strive to provide you with the best care possible, but we understand that sometimes things don't go as planned, and you may feel the need to make a complaint. If this happens, we want to resolve the matter as quickly and amicably as possible.

How to complain

To file a complaint, please contact the Practice Manager, who will handle your concerns appropriately.

If you prefer to submit a written complaint instead of talking in person or over the phone, you can send a letter to the Practice Manager.

When submitting a complaint, please provide as much helpful information as possible, including your full name and address (and the patient's full name and address if you are filing a complaint on their behalf), what happened, where it happened, and when. Also, let us know how you want the issue resolved and provide your phone number if you are comfortable sharing it so we can discuss your complaint with you. This information will help us clearly identify the problem and determine how to resolve it.

We will acknowledge receipt of any complaint letter within three working days and will do our best to deal with the issue as promptly as possible, usually within 20 working days, depending on the nature of the complaint.

Who can complain

Complainants can be current or former patients, or their nominated representatives (who have given formal consent).

If you are complaining for another person, we will need to check that the person has agreed to you making the complaint on their behalf. We will also need to check they have consented to personal information about their healthcare being shared as part of the complaints-handling process.

You can complain for another person if:

- the person is a child and you are their parent, guardian or main carer and they are not mature enough to understand how to make a complaint – but if they are mature enough, they can make a complaint themselves or agree to someone else complaining on their behalf
- you have a welfare power of attorney or a welfare guardianship order for someone who cannot make decisions for themselves, and the order permits you to make a complaint about health care
- you are a relative of, or were in a relationship with, a patient who has died and you are concerned about how they were treated before they died, or
- you are acting as an advocate for the patient

Please provide "Patient consent mandate" with your complaint (Please enclose a copy of the Welfare Power of Attorney or Guardianship if relevant)

How long have I got to make a complaint?

The NHS has a time limit for accepting complaints. Normally, you must make your complaint within six months of:

- the event you want to complain about,
- or finding out you have a reason to complain, but no longer than 12 months after the event

However, if you feel the time limit should not apply to your complaint, please speak to the person dealing with it. A complaint can sometimes be accepted after the time limit.

Complaints Procedure

We have a two-stage complaints procedure that is compliant with national (Scottish Public Services Ombudsman (SPSO)) and local complaint procedures (NHS Lanarkshire).

We will always try to deal with your complaint as quickly as possible. However, if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage one – Early resolution

If your complaint is straightforward and can be easily resolved, we will try to resolve it within **five working** days, unless there are exceptional circumstances. This stage of the complaints process is called 'early resolution'.

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

Stage Two – Investigation

If your complaint is more serious and complex, or has not been resolved at the early resolution stage, it will need to be investigated. This is called the 'investigation stage'.

At the investigation stage, we will write to you within three working days to acknowledge your complaint. We may also get in touch by phone to discuss your complaint with you and to understand what outcome you are looking for.

We will reply to you as soon as possible. This will be **no more than 20 working days** unless there is clearly a good reason for needing more time.

Your Rights

If, after receiving our final reply (stage two) you remain dissatisfied you may contact the **Scottish Public Services Ombudsman (SPSO)** and ask them to consider it.

Address: SPSO, Freepost EH641, Edinburgh, EH3 0BR, Tel: 0800 377 7330

Email: ask@spso.org.uk / www.spso.org.uk

This Policy is available online at <https://bit.ly/3luu10L>

