

## Concerns Policy

In this Practice we welcome the views of our patients and their families. Our staff are happy to listen, respond to, and learn from any feedback, comments or concerns received in our Practice. There may be times, however, when patients or their families prefer to raise a complaint about the service they have received from the dentists or staff working in this practice. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

### How to complain?

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 6 months from the date on which the subject matter of the complaint comes to your notice, provided that this is no later than 12 months after the date on which the subject matter of your complaint occurred.

Complaints may be addressed to the Practice Manager, Feedback and Complaints Officer. Alternatively, you may ask for an appointment with Linda Stewart in order to discuss your complaint. He/she will explain the complaints procedure to you and will make sure that your complaint is dealt with promptly. It will be a great help if you are as specific as possible about the concerns you have.

### What we shall do?

We shall acknowledge your complaint within **3** working days and aim to have looked into your complaint within **20** working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem doesn't happen again.

### Complaining on behalf of someone else

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

### **Complaining to the NHS Board**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the local NHS Board, if you feel you cannot raise your complaint directly with us. The NHS Board will advise you how they can assist with your complaint. The Complaints Officer can be contacted on 0141 201 4550

### **Access to independent advice and support**

The NHS in Scotland has in place arrangements to provide a Patient Advice and Support Service (PASS) for all NHS users. The service is free, confidential, independent of the Board, and fully impartial. If you would like to access this service, you should contact 0141 775 3220 or any Citizens Advice Bureau.

### **Alternative Dispute Resolution Service (ADRS)**

Sometimes complaints are not easily resolved through written correspondence. Alternative Dispute Resolution Service in the form of mediation/conciliation may be used where both parties feel this would help resolve the complaint. For further information on this service please contact [NAME], Feedback and Complaints Manager.

### **What if you remain unhappy?**

If you remain unhappy following our investigation and response you may seek a review by the Scottish Public Services Ombudsman. Contact details are as follows

Scottish Public Services Ombudsman  
Freepost EH641  
Edinburgh  
EH3 0BR  
Phone 0800 377 7330  
Text message 07900 494 372  
Email [ask@sps.org.uk](mailto:ask@sps.org.uk)  
Website: [www.sps.org.uk](http://www.sps.org.uk)