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**The Maryhill Group
Practice**

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COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this Practice, please let us know. We operate a practice complaints procedure as part of an NHS (National Health Service) system for dealing with complaints. Our complaints system meets national criteria.

HOW TO MAKE A COMPLAINT

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 as this will allow 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 of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, if this is within 12 months of the incident

Complaints should be addressed to the Practice Manager, Mrs Eileen Rae. Alternatively, you may ask for a telephone appointment with the Practice Manager to discuss your concerns. The complaints procedure will be explained, and your concerns will be dealt with promptly. It will be a significant help if you are as specific as possible about your complaint.

WHAT SHALL WE DO?

We shall acknowledge your complaint within two (2) working days and aim to have investigated your complaint within twenty (20) working days of the date you raised it with us. We shall then be able to give you an explanation or offer a meeting with those involved. In investigating your complaint, we aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned if you would like this
- Ensure you receive an apology, where appropriate, and
- Identify what we can do to make sure that the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must 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 illness) of providing this.

COMPLAINING TO THE HEALTH BOARD

We hope that if you have a problem you will make use of our practice complaints procedure as we believe this will give us the best chance of putting right whatever has gone wrong and provide an opportunity to improve our Practice. This, however, does not affect your right to approach the Health Board if you feel that you cannot raise your complaint with us **or** if you are dissatisfied with the result of our investigation. You should contact the Health Board Complaints Officer at the following address for further advice:

The Complaints Officer
NHS Grampian Feedback Service
Summerfield House
2 Eday Road
ABERDEEN
AB15 6RE

Tel: 0345 337 6338
Email: gram.nhsgrampianfeedback@nhs.scot