

How long do I have to make a complaint?

It is best if we know about your complaint as soon as you are aware of it—ideally, within a couple 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 of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

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 have to know that you have their permission to do so. A signed note of consent from the person concerned will be needed, unless they are incapable (due to illness) of providing this.

Any member of the team will be willing and able to listen to your comments, concerns and complaints.

Alternatively you may ask for an appointment with the manager - Jan McCulloch - in order to discuss your concerns.

NHS Ayrshire & Arran Complaints

We hope that, if you have a problem, you will make use of 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. However, this does not affect your right to approach NHS Ayrshire & Arran Complaints office, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, Their contact details are—

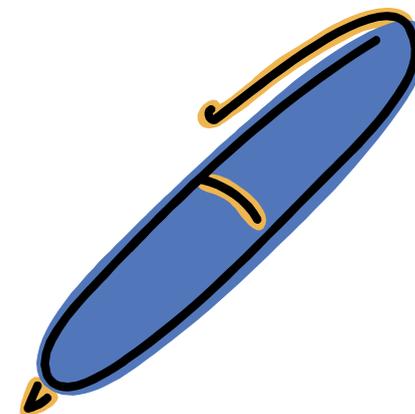
Patients Relations and Complaints Officer

Executive Offices
Ailsa Hospital
Dalmellington Road
Ayr

Tel No : 01292 513609
complaintsteam@aapct.scot.nhs.uk



Complaints Procedure Patient Information Leaflet



40 DALBLAIR ROAD, AYR, AYRSHIRE, KA7 1UL

TEL: 01292 281439

PRESCRIPTION LINE: 01292 272140

WWW.MEDICAYR.CO.UK

COMPLAINTS PROCEDURE

Barns Medical Practice is committed to providing high quality care and treatment to people in our communities through the delivery of safe, effective and person-centred care.

We understand 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 what you can expect from us when we are dealing with your complaint. We aim to provide a high quality service to all of our patients and we are always prepared to listen if there are ways in which you feel we can improve our service.

You can make your complaint in person, by phone email or in writing.

We have a two-stage complaints procedure and will always try to deal with your complaint quickly and as it happens.

Stage One: Early, Local Resolution

We will always try to resolve your complaint quickly, usually straight away where possible, or at least within 5 working days. If you are dissatisfied with our response, you can ask us to consider your complaint for Stage Two Investigation.

Stage Two: Investigation

We will look at your complaint at this stage if you are dissatisfied with our Stage One response. We also look at some complaints immediately at this stage if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **3 working days**. We will give you our decision as soon as possible, this will be after no more than **20 working days** unless there is clearly a good reason for this, in which case you will be informed.

Independent External Review

If after receiving our final decision on your complaint you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the Scottish Public Services Ombudsman to consider 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 12 months ago**
- **a matter that has been or is being considered in court.**

This service is completely independent from the NHS.

Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road, Edinburgh
EH7 4NS
Tel No: 0800 377 7330
Online: www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>