



# Dr Egerton & Partners Patient Complaints Guide

We welcome your feedback – it helps us improve our care

## How to make a complaint

You can make a complaint in any of the following ways:

- **In person**
- **By phone**
- **By email**
- **In writing (letter or form)**
- **Through a representative**, if you give them consent

We want to make sure it is **easy** for you to raise a concern, and you do **not** need to put anything in writing unless you want to. A member of staff can write it down for you.

## What you can complain about

You can complain about **any aspect of the service** you receive, including:

- Difficulty getting appointments
- Delays in care
- Communication or information issues
- Staff behaviour
- Administrative or prescription problems
- Issues with treatment or care
- Our facilities or environment

If something has gone wrong, we will give you a **sincere apology**, explain what happened, and take steps to prevent it happening again.

## Who can make a complaint?

- Any patient registered with the practice
- A family member or representative (with the patient's consent)
- A parent or guardian for a child
- Someone legally authorised, such as a **Power of Attorney**
- A relative or representative for someone who has died
- An advocate supporting you

If you need help, we will assist you to complain or direct you to support services.

## The NHS Scotland Complaints Procedure

NHS Scotland uses a **two-stage complaints process**.

### Stage 1 – Early Resolution (within 5 working days)

We aim to resolve most issues quickly and informally.

Examples include:

- Appointment enquiries
- Communication issues
- Minor mistakes or misunderstandings
- Administrative problems

We may resolve your complaint by offering:

- An explanation
- An apology
- A quick action or fix

- Information or clarification

If you are unhappy with the outcome, you can ask for your complaint to move to **Stage 2**.

## **Stage 2 – Investigation**

This stage is for:

- Complaints not resolved at Stage 1
- Serious, complex, or high-risk concerns
- Issues requiring detailed fact-finding

We will:

- **Acknowledge your complaint within 3 working days**
- Carry out a full investigation
- Respond to you **within 20 working days** or explain if more time is needed  
(These timeframes are set by the national CHP.)

Your written response will include:

- What we investigated
- What we found
- What we are doing to improve
- How to contact the Scottish Public Services Ombudsman (SPSO) if unhappy

## How long do you have to complain?

Normally:

- Within **6 months** of the event
- Or within **6 months of realising** you had a reason to complain
- But no later than **12 months** after the event

We may still consider late complaints if there is a good reason — NHS Scotland allows flexibility.

## Support making your complaint

### Patient Advice and Support Service (PASS)

PASS provides **free, confidential, and independent** advice and support for anyone wishing to raise a concern about NHS care.

Website: [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk)

### Advocacy Services

If you need someone independent to help you express your views, we can help you contact local advocacy providers.

### Accessible Information

If you need this information:

- In another language
- In large print
- In Easy Read format
- Through a British Sign Language interpreter
- Or in any other accessible format

Please tell us — we are happy to help.

## What happens after I complain?

We will:

- Listen to your concerns
- Treat you with respect
- Handle your information **confidentially**
- Keep you informed throughout
- Explain our findings clearly
- Use your feedback to improve our services

We are committed to learning from complaints to improve care for everyone.

## If you're still not satisfied

If you have completed both Stage 1 and Stage 2 and remain unhappy, you can ask the **Scottish Public Services Ombudsman (SPSO)** to review your case.

### **Scottish Public Services Ombudsman (SPSO)**

- Brightside House  
99 McDonald Road  
Edinburgh, EH7 4NS  
Freepost SPSO  
Telephone: **0800 377 7330**  
Website: [www.spsso.org.uk](http://www.spsso.org.uk)

The SPSO is the **final stage** for complaints about NHS services in Scotland.