

Our Complaints Procedure Leaflet


NHS Greater Glasgow and Clyde is committed to providing high quality care and treatment to our patients, and excellent service to others who use its services. We understand, however, that sometimes things go wrong. If something goes wrong or 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 is not possible to do as you suggest.

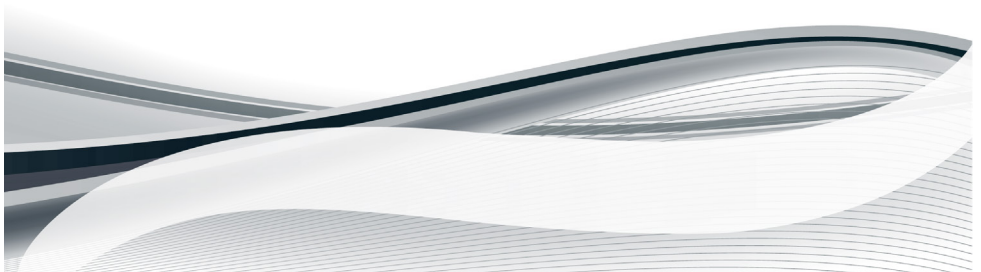
This leaflet gives summary information about our complaints procedure and how to make a complaint. It includes information about what you can expect from us when we are dealing with your complaint.

To make a complaint, or if you would like more information, please contact us via:

 **0141 201 4500**

 **complaints@ggc.scot.nhs.uk**

 **www.nhsggc.org.uk** where you can find more information under the patients and visitors section.



What is a complaint?

We regard a complaint as: **Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.**

Who can complain?

Anyone can make a complaint to us. You can complain directly to us, or if you would rather have someone make the complaint on your behalf, we can deal with your representative; this could be a relative, a carer, a friend or any other person that you choose.

We can also give you information about independent support services that can help you to make your complaint. If you agree to someone making the complaint on your behalf, it is important that you know we will need to ask for your written permission for us to deal with that person.

What can I complain about?

You can complain about things like your care and treatment, attitude or communication from a member of staff or an inadequate standard of service. You cannot complain about issues you have previously complained about where we have already given our final response, issues that relate to private health care, or issues where you have told us you intend to take legal proceedings or are seeking compensation. These are just some examples and not a full list. If you wish more information, please contact us.

How do I complain?

You can complain in person at the place where you have received care, treatment or advice, or where the incident that you want to complain about happened. You can also complain by phone, in writing, by email or by using our online complaints form. Please see the contact details on the front page of this leaflet.

When complaining, please tell us:

- your full name and address;
- the full name address and date of birth of the person affected if you are complaining on behalf of somebody else;
- as much as you can about the complaint; and
- how you would like us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within 6 months of the event you want to complain about, or finding out that you have a reason to complain, but no longer than 12 months after the event itself.


In exceptional circumstances, we may be able to accept a complaint after the time limit. If, however, we decide that, because of the time that has passed since the incident occurred we cannot consider your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to review our decision.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage 1: Front Line Resolution


We will always try to resolve your complaint quickly, within 5 working days if possible. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear from the outset that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days and write to you with our response as soon as possible. This will be after no more than 20 working days unless there is a good reason for needing more time.



The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied, you can ask the SPSO to consider it. We will tell you how to do this when we send you our response. Contact them on:

Freephone: **0800 377 7330**

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk Mobile site: <http://m.spsso.org.uk>

Getting help to make your complaint

The Patient Advice and Support Service (PASS) is an independent organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the NHS.

Further information and contact details can be found on the PASS website:

 www.patientadvicescotland.org.uk

Do you need more information?

If you have trouble putting your complaint in writing, or want this information in another language or format, tell us in person, contact us at the details given on page 1.

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

This leaflet only gives very brief details of our complaints procedure. For more information, please contact us on the details on the front page of this leaflet.

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