

# Our Complaints Procedure

NHS Greater Glasgow and Clyde aims to deliver high quality healthcare and to use the views and experiences of those who access our services as part of a process of continuous improvement.

**This leaflet gives basic information about our complaints procedure.** For advice on how to make a complaint, or for further information, contact us via:

**Phone:** 0141 201 4500

**E-Mail:** [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk)

**See our website at [www.nhsggc.org.uk](http://www.nhsggc.org.uk)** where you can find information under “Get in Touch / Get Involved”.

**Alternatively, look out for our Posters which are on display in all our premises.**

## **Who can complain?**

You can complain if you are:

- A patient, or former patient
- A person likely to be affected by a decision taken by our organisation
- Someone authorised by an existing or former patient to act on their behalf e.g. a patient's parent, carer, guardian or a visitor; MSP, MP, MEP or local Councillor; or an advocacy worker or member of any independent advice and support organisation.

Where someone makes a complaint for you, they must be able to demonstrate that they have obtained your consent, normally in writing, to make a complaint on your behalf.

In the case of a deceased patient, a right to pursue a complaint may rest with their personal representative or executor.

## **What I can complain about?**

- Care or treatment provided by or through the NHS
- Anything to do with the place where you are seen
- Any member of staff involved in your care
- How services in your local area are organised (if this has affected your care and treatment).

## **What I cannot complain about?**

There are some things we cannot look into under the NHS complaints procedure, these include:-

- Private health care or treatment; or
- Something you are taking legal action about or are seeking compensation.

## **How long do I have to make a complaint?**

Normally you must make your complaint within 6 months of you becoming aware that you have reason to complain, provided this is not more than 12 months after the event occurred.

Sometimes we can accept a complaint after this time limit, provided we are still able to investigate your complaint.

## **How do I complain?**

You should first talk to a member of staff involved in your care. If you do this, we can try to sort out your complaint on the spot. If you do not want to talk to the staff involved in your care, ask to speak to a senior member of staff.

If you are still unhappy you can make a formal complaint which must be in writing. We will help you to put your complaint in writing if you wish. You should give:

- your full name and address (and the patient's name and address if you are complaining for them) and,
- as much information as possible about what happened and when.

## **Independent Advice**

Independent advice or help about making a complaint is available free from the Patient Advice & Support Service (PASS). You can phone them on 0141 775 3220 or make contact via your local Citizens Advice Bureau. Additionally for mental health service users you may contact one of a number of local advocacy services. Details of these are available from the Scottish Independent Advocacy Alliance on 0131 260 5380.

## What happens after I have complained?

- We will write to you within 3 working days of getting your complaint
- We may contact you for more information, or to discuss your complaint, or to suggest a meeting
- We will investigate the issues raised and will aim to reply within 20 working days.
- In some cases, we may need more time to reply. If this is so, we will let you know and tell you why.

## Confidentiality

Staff involved in dealing with your complaint may have access to your health records to enable them to investigate your complaint fully. Staff doing this are required to respect the confidentiality of your health information.

## What if I am not happy about the way the NHS handled my complaint?

If we have concluded investigation of your complaint and you are still not happy, you can ask the Scottish Public Services Ombudsman (SPSO) to consider your complaint further. The SPSO cannot normally look at complaints more than 12 months after you became aware of the matter you want to complain about, or if it is the subject of legal action.

The SPSO can be contacted at Freepost EH641, Edinburgh, EH3 0BR **Telephone:** 0800 377 7330 **Text:** 0790 049 4372  
**E-mail:** [ask@SPSO.org.uk](mailto:ask@SPSO.org.uk) **Web:** [www.spsso.org.uk](http://www.spsso.org.uk)

## Do you require further information?

This leaflet can give only very brief details of our complaints procedure. For further information, or a copy of this leaflet in an alternative format or community language please contact us on 0141 201 4500.