

## ***Perth City Medical Centre, Caledonian Road, Perth. PH2 8HH***

If you have a complaint or concern about the service you have received from the doctors or any member of staff working in the practice, please let us know.

### **How to complain**

We hope that most problems can be resolved easily and quickly therefore it is always best to discuss your concern with the Practice Manager or reception supervisor if it involves a receptionist. In the event of you wishing to make a formal complaint, we ask that you do this in writing **as soon as possible** – ideally, within a matter of days or, at most, a few weeks – as this will allow us to establish what happened more easily. If this is not possible, please let us have details of your complaint:

- Within six months of the incident that caused the problem *or*
- Within six months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Mrs Wendi Lees the Practice Manager in the first instance. If you would like to discuss the matter an appointment can be set up with Wendi.

### **What we will do**

We will acknowledge your complaint within five working days and aim to have investigated the circumstances within a further ten working days of the date you raised it with us. If the complaint is complex, the investigation may take a little longer. You will be kept fully informed.

We will:

- Investigate fully the circumstances.
- Enable you to discuss the problem with those concerned, if you wish to do so.
- Where appropriate, ensure you receive an apology.
- Identify what we can do to make sure the problem doesn't happen again.

### **Complaining on behalf of someone else**

Because of medical confidentiality, we have to know that you have the permission of the person on behalf of whom you are complaining. Wherever possible, a signed note from that person will be required.

### **Should you be dissatisfied with the practice response**

If you are dissatisfied with the result of our practice investigation, you should contact; The Scottish Public Service Ombudsman, Freepost EH641, EDINBURGH. EH3 0BR  
Telephone 0870 011 5378 [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)