

Complaints Policy - Information for Patients

At **IYASU Healthcare** our aim is to give the best possible care and treatment to our patients. However, we realise that occasionally you may not be satisfied with the care you have received.

We consider all feedback, comments, concerns and complaints as a positive way of looking at what we do and making changes to improve our service to patients.

All views, even those that are anonymous, will be taken seriously and our procedures are in line with the NHS Scotland Model Complaints Handling Procedure 2017.

Making a Complaint

We want you to let us know if something is important to you. You can tell us by:

- Talking to any member of staff
 - Emailing the practice using the form on the website
- *You can make an anonymous complaint, but this is likely to limit the ability of the practice to resolve it.

We will use the information you give us to improve the services we provide.

If you require help to make a complaint you may contact

- Healthcare Improvement Scotland
- Programme Manager
Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Email: his.ihceregulation@nhs.scot

Time limits:

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Normally, you must make your complaint within 6 months of:

- the event you want to complain about

Confidentiality

- We will keep information about your complaint confidential.
- We will keep a record of your details and the complaint and use it to help improve our services, and for statistical purposes.

Our Response

- We always aim to resolve complaints quickly. Where appropriate this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.
- Sometimes we will need to make some enquiries before we can respond to your complaint. If this is the case, we will give you our response within 5 working days using your preferred method of communication.
- In exceptional circumstances, an additional 5 working days may be needed to respond to your complaint, but we will keep you informed of this.
- We will meet with you to discuss the matter if you prefer. You may bring someone with you to the meeting.

Complaining on someone's behalf

You can complain for someone else if you:

- Have their consent to complain - we require this in writing
- Are a parent, guardian or main carer of a child and your child is not mature enough to understand how to complain
- Have a welfare power of attorney or a welfare guardianship order for someone who cannot make decisions for themselves, and the order specifies that you have the power to make a complaint about healthcare
- Are a relative of, or had a relationship with, a patient who has died and you are concerned about how they were treated before they died

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- Are acting as an advocate for the patient.

If you change your mind after making a complaint

You can change your mind about making a complaint at any time. Please let us know as soon as possible. It would be helpful if you could write or e-mail and tell us, but otherwise a phone call will do.

Help with your complaint

Healthcare improvement Scotland

If you would like to speak to someone for independent advice about your rights and responsibilities, including help to make a complaint, please contact Healthcare Improvement Scotland.

How to complain to HIS (Healthcare Improvement Scotland)

Complaints can be made to:

Programme Manager
Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Email: his.ihcregulation@nhs.scot

If you are not happy with our response to your complaint

If you are not happy with our response, or if you are not happy with the way we are dealing with your complaint you may contact the **General Medical Council**. The General Medical Council is responsible for ensuring that doctors in the UK meet the standards of good medical practice set for them. It may be helpful for you to discuss your concerns with the GMC by ringing: **01619236602**. All calls are confidential.

Website: <https://www.gmc-uk.org/>

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