

## Further actions

If you are dissatisfied with the outcome of your complaint, you can seek further guidance from:

Patient Advice and Support Service (PASS) via your local Citizens Advice Bureau (CAB) or by calling 0800 917 2127

[www.cas.org.uk/pass](http://www.cas.org.uk/pass)

Or alternatively complain to the:

SPSO

Bridgeside House

99 McDonald Road

Edinburgh

EH7 4NS

Tel: 0800 377 7330

[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Meeks Road Surgery

10 Meeks Road, Falkirk, FK2 7ES

01324 619930 or email [fv.meeksroadcomplaints@nhs.scot](mailto:fv.meeksroadcomplaints@nhs.scot)

# The Complaint Process

MEEKS ROAD SURGERY





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Meeks Road Surgery.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

### Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Practice Manager, Amanda Greig or Assistant Manager, Lynn Thom.

At Meeks Road Surgery the Practice Manager is Amanda Greig and they are supported by the Assistant Manager who is:  
Lynn Thom.

A complaint can be made verbally or in writing. A Complaints Form is available from reception. Additionally, you can complain via email to:  
[fv.meeksroadcomplaints@nhs.scot](mailto:fv.meeksroadcomplaints@nhs.scot)

## Time frames for complaints

The time constraint on bringing a complaint is six months from the occurrence giving rise to the complaint or six months from the time you become aware of the matter about which you wish to complain, but no longer than 12 months after the event. The Practice Manager will respond to all complaints within three business days, aiming to have the complaint response finalised within 20 business days.

## Investigating complaints

Meeks Road Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Meeks Road Surgery will ensure all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

## Third party complaints

Meeks Road Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third-Party Patient Complaint Form is available from reception.

## Final response

Meeks Road Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

