

## Practice Complaints Procedure

We always try to give the best service possible, but there may be times when you feel that this has not happened. This leaflet explains what will happen if you have a complaint about the service we provide for you.

We hope that most problems can be sorted out quickly and easily, often at the time when they arise and with the person concerned. If the problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a matter of days or at the most a few weeks, as this will enable us to establish what happened more easily.

### Who can make a complaint?

Complaints may be made by:

- Anyone directly affected by the way Glasgow Medical Rooms has carried out its functions.
- Anyone acting directly on such a person's behalf (for example, parent, guardian, carer, advocate, other relative or the executor of an estate).
- Anyone having reasonable concern about the way Glasgow Medical Rooms' care is being provided.

Complainants may ask anyone to advise them how to express their complaint and to advocate for them during the investigation.

### If you would like to make a complaint

If you wish to make a complaint, please contact the practice manager through one of the following channels:

Telephone: 0141 225 0140

Write: 211 St Vincent Street, Glasgow, G2 5QY

Internet: [www.glasgowmedicalrooms.com](http://www.glasgowmedicalrooms.com)

E-mail: [info@glasgowmedicalrooms.com](mailto:info@glasgowmedicalrooms.com)

## Confidentiality

We have to respect the rules of medical confidentiality and a patient's written consent will be necessary if a complaint is not made by the patient in person.

## Acknowledgement

Upon receipt of your complaint we shall send you an acknowledgment letter within two working days.

We hope that if you have an issue, you will use our practice complaints procedure as we believe this will give us the best chance of putting right whatever has gone wrong. However, this does not affect your right to complain to the appropriate authority if you feel that you cannot raise your complaint with us or you are dissatisfied with the result of the investigation.

## Discrimination

It is against the law for private healthcare providers to discriminate against you, for example because of your age, sex, sexual orientation, race, disability or religion. If you feel you have been discriminated against, you can complain about this.

For more information, please look on the website of the Equality and Human Rights Commission at [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## Further Action

We would hope that we would be able to discuss and treat the majority of complaints in-house. However, if you are unhappy with the outcome of your complaint, you may also refer (either in writing, by telephone or in person) to the organisation regulating independent healthcare services in Scotland:

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

T: 0131 623 4342  
E: [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)

Please note that Healthcare Improvement Scotland can accept complaints at any time from a complainant.