



## What we will do

### Stage 1 – early, local resolution

We aim to resolve complaints quickly. Where appropriate, we will offer an explanation if something has clearly gone wrong and immediate action to resolve the problem. We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances. If we cannot resolve your complaint at this stage we will explain why and tell you what you can do next. We may suggest that you take your complaint to stage 2.

### Stage 2 – investigation

We will look at your complaint at this stage if you are dissatisfied with our Stage 1 response. We will acknowledge your complaint within 3 working days. If we are unable at this point to provide a full reply, we will aim to investigate your complaint within 20 working days of the date when you first raised it with us. We will then give you an explanation, or offer a meeting with those involved. If it is not possible for us to reply fully within the 20 working day period, due to e.g. complexity or the need to refer to other parties, we will let you know and advise you of the expected timescale for reply. In investigating your complaint, we will

- find out what happened and discuss the problem with you if required
- ensure you receive an apology, where this is appropriate
- identify what we can do to avoid the problem in future

### Confidentiality

If you are complaining on behalf of someone else, we have to know that you have their permission. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### Local Resolution

We hope that, if you have a problem, you will make use of our Practice complaints procedure. If you feel you cannot raise your complaint with us you may contact: NHS Complaints Team (Borders), 2nd Floor, Waverley Gate, 2-4 Waterloo Place, Edinburgh, EH1 3EG; Tel 0131-465-5708

## Patient Advice and Support Service (PASS)

The Patient Advice and Support Service (PASS) is an independent service giving free, accessible and confidential advice and support to patients, their carers and families about NHS healthcare. It is provided by the Citizens Advice Bureau who can be contacted via their Hawick office on 01450-374266 or [www.cas.org.uk](http://www.cas.org.uk).

## Scottish Public Services Ombudsman (SPSO)

If you are dissatisfied, after the complaints procedure has been exhausted, you can request an investigation of your complaint by the Scottish Public Services Ombudsman  
Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NL  
Tel 0800-377-7330; Fax 0800-377-7331; Text 07900-494-372  
Email [ask@spsa.org.uk](mailto:ask@spsa.org.uk) ; Web [www.spsa.org.uk](http://www.spsa.org.uk)

## Complaint Form

### Complainant's details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Patient's details (where different from above)

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Birth: \_\_\_\_\_ Your GP: \_\_\_\_\_