**Complaints Policy**

Patients have the right to complain at any time, whether this is during the procedure or following.

Patient feedback is seen as part of the commitment to monitor and improve practice standards.

In the first instance the complaint should be dealt with by Patricia Manson.

She will acknowledge the complaint, responding initially by telephone and then in writing within 2 working days (explaining how the complaint will be dealt with and the anticipated timetable of response).

This gives the clinic an opportunity to acknowledge and accept the patient’s perception of the problem and to express understanding and concern.

Allow for prompt and thorough investigation of the complaint, aiming to complete the whole procedure within TEN working days.

All outcomes will be confirmed in writing to the patient and sent first class or emailed. Where appropriate, this letter should provide an apology and an effective resolution of all grievances.

If you are not satisfied with the result of our procedure, then the complaint may be forwarded to:

**Policy and Governance Manager**

**Health Improvement Scotland**

**Gyle Square**

**1 Gyle Square**

**Edinburgh EH12 9EB**

**Call: 0131 623 4300**

**His.regulation@nhs.sco**