

Quick Guide to Complaints



Are you unhappy with our service?

We try to give you the best possible care and treatment. We value comments, good or bad, to help us to improve our service. If you are not happy about anything, please let us know.

Who can complain?

You can complain if you have had, or are having, care or treatment at the Golden Jubilee National Hospital. If you are unable to complain yourself then someone else, perhaps a relative or friend, can complain for you, but only with your permission. It is important that you make a complaint as soon as possible.

Who do I speak to?

If you can, talk to a member of staff involved in your care. In many cases, it is possible to sort out the problem straight away.

If you are not able to speak to staff involved in your care, you can ask to speak to a senior member of staff or the Complaints Officer.

You can complain in person or by phone, email or letter.

How do I complain?

When complaining you should include:

- your full name and address (and the patient's name and address if you are complaining for them); and
- as much helpful information as possible about what happened, where and when.

What happens next?

We will write to you within three working days of getting your complaint, to:

- tell you what action we will take to look into your complaint;
- offer you a chance to talk to a staff member about your complaint; and
- give you information about independent advice and support.

To investigate your complaint we may have to talk to staff involved in your care or show them your health records. If you don't want us to share information from your health records, you should tell us when you make your complaint.

We will respond to you within 20 working days of receiving your complaint. If we are unable to respond within this timeframe, we will write to you to advise you of the delay.

We will make a record of your details and complaint and use it to help us improve our services.

Who can help me with my complaint?

If you would like to speak to someone for advice or help in making a complaint, you can contact your local independent advice and support service based at your local Citizens Advice Bureau. Or if you find it difficult to make a complaint yourself and want someone to speak for you, you can ask for an independent advocate. We can arrange this for you or give you details of our local service.

What if I am not happy about the way my complaint has been handled?

If you are not happy about the way we are dealing with your complaint, for example, if you think it is taking too long, you can contact the Scottish Public Services Ombudsman. For more information, visit www.spsso.org.uk

If we have fully investigated your complaint and you are still not happy, you can ask the Ombudsman to further consider your complaint.