



## **Feedback and complaints:** how to have a say about your care and have any concerns and complaints dealt with

### **Why has this factsheet been produced?**

- This factsheet is for anyone who uses the NHS in any part of Scotland.
- The 2012 Charter of Patient Rights and Responsibilities gives a summary of what you can expect when you use the NHS in Scotland, together with your rights and responsibilities. The Feedback and complaints section of the Charter tells you about your right to have a say about your care and have any concerns and complaints dealt with. This factsheet explains what this means for you.

### **Giving feedback about the NHS**

**The NHS wants to hear about anything that is important to you. For example:**

- If you're in hospital or have been recently, you may want to share your views on what you think about the care and treatment you received, or about the food on the ward.
- You may want to share your thoughts about something that has been done well.
- You may be concerned that you don't have enough information about the care and treatment offered or about visiting hours, car parking or opening times.

### **How can I give my feedback?**

- You can give your feedback by:
  - talking to a member of staff involved in your care
  - filling in a patient survey or questionnaire
  - phoning the NHS inform Helpline on 0800 22 44 88
  - telling the Patient Advice & Support Service (PASS) (see page 7 for details)
  - putting your comments in a suggestion box
  - contacting your NHS Board (see page 4 for how to do this)
  - use the feedback forms on NHS Board websites.

## What happens to my feedback?

The NHS will use your feedback to improve the services it provides.

**‘You have the right to give feedback, make comments, or raise concerns or complaints about the health care you receive.’**

*The Charter of Patient Rights and Responsibilities 2012*

## Making a complaint about the NHS

### Who can complain?

- You can complain if you have:
  - had or are having NHS care or treatment
  - visited or used NHS services or facilities, or
  - been affected or are likely to be affected by something that staff have or haven't done.
- The NHS does not want to restrict those who may make a complaint and you can complain for someone else if you:
  - have their agreement to complain – the patient would also need to agree that staff could look at their health records if necessary
  - are a child's parent, guardian or main carer and your child is not mature enough to understand how to make a complaint
  - have a welfare power of attorney or a welfare guardianship order for someone who cannot make decisions for themselves, and the order permits you to make a complaint about health care
  - are a relative of, or had a relationship with, a patient who has died and you are concerned about how they were treated before they died, or
  - are acting as an advocate for the patient (see page 6 for more about advocacy).

(If no consent has been given or the complaint has been raised for example on behalf of a child or on behalf of someone who lacks capacity to complain this will be taken into account and will affect the way the complaint is handled.)

### What can I complain about?

- Things you can complain about include:
  - care or treatment you have had or are having in the NHS
  - anything to do with the place where you are seen, for example a GP practice, a hospital, a dental practice, an optician, a pharmacy, a prison health centre or an ambulance

- any member of NHS staff involved in your care
- how NHS services in your local area are organised if this has affected your care or treatment.

If your complaint also involves another part of the NHS or another organisation, such as social services, staff may need to pass it to someone there. They will tell you who is dealing with your complaint.

### **Complaints and issues which are dealt with under different procedures**

- There are some things you may wish to complain about which are not handled through the NHS complaints procedure, this includes:
  - private health care or treatment
  - services not provided or funded by the NHS, and
  - anything you are taking legal action about.

Staff receiving such a complaint will refer the matter to the appropriate person and inform you of this and the procedure to be followed.

### **How long do I have to make a complaint?**

- The NHS has a time limit for complaints. Normally, you must make your complaint:
  - within six months of the event you want to complain about, or
  - within six months of finding out that you have a reason to complain – but no longer than 12 months after the event.

However, if you feel the time limit should not apply to your complaint, please speak to the person dealing with the complaint. A complaint can sometimes be accepted after the time limit.

You can complain to the Scottish Public Services Ombudsman about an NHS decision not to accept your complaint (see page 6 for more information).

**‘You have the right to be told the outcome of any investigation into your concerns or complaints.’**

*The Charter of Patient Rights and Responsibilities 2012*

## How to complain

### What should I do?

- If you can, first talk to a member of staff involved in your care. If you do this they can try to sort out your complaint on the spot.
- If you are unable to talk to the NHS staff involved in your care, you can ask to speak to a senior member of staff or the Feedback and Complaints Officer for the NHS organisation involved.
- You can complain in person, by phone, or in writing. When complaining, you should give:
  - 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 it happened and when.
- You can also make your complaint by fax, email or textphone (if available).

### Who should I complain to?

- You should first complain directly to the person or organisation providing the service.
- If you don't want to complain directly to health professionals involved in your care, contact your local NHS board to find out who can help you with your complaint – see page 7 of the factsheet for how to do this.
- If your complaint is about NHS 24 or the Golden Jubilee National Hospital, you should first speak to the person who was dealing with you. If you do not feel able to do this, speak to the feedback and complaints officer at the organisation. The contact details are on page 7.
- If your complaint is about the Scottish Ambulance Service, you should complain to their headquarters. The contact details are on page 7.
- If your complaint is about the State Hospital, you should complain to the feedback and complaints officer there. The contact details are on Page 7.

### What happens after I have complained?

- Staff will try to sort out your complaint on the spot.
- If staff are unable to do this, they will write to you within three working days of getting your complaint.
- This letter should:
  - tell you what action the NHS will take to look into your complaint
  - offer you the chance to talk to a member of staff about the complaint

- give you information about advice and support available through the Patient Advice & Support Service (see page 6 for more information), and
- give you information about mediation services if this may be helpful (see page 6 for more information).
- Staff handling your complaint will keep information about you confidential. To investigate your complaint, it may be necessary to talk to other NHS staff about you or show them your health records. If you don't want staff to share information from your health records, you should tell them when you make your complaint, but bear in mind this may make it more difficult to look into your complaint.
- The NHS will make a record of your details and complaint, and use it to help make services better.

### **When will I get a full response?**

- Staff will write to you with a full response within 20 working days of receiving your complaint.
- In some cases, more time may be needed to give you a full response and it might not be possible to keep to these timescales. If this happens, staff will let you know and tell you why.
- The response will let you know the result of the investigation and should:
  - show that staff have looked into your complaint and reply to all the points you make
  - offer you an apology if things have gone wrong
  - explain what action has been taken or will be taken to stop what you complained about happening again
  - if necessary, explain why the NHS cannot do anything more about some parts of your complaint
  - offer you the chance to talk to a member of staff if there is anything in the letter you don't understand, and
  - include information about the Scottish Public Services Ombudsman in case you are unhappy with the response given or the way your complaint has been handled and you want to take things further (see page 6 for more information).

**‘You have the right to independent advice and support to provide feedback, make comments, raise concerns or make a complaint.’**

*The Charter of Patient Rights and Responsibilities 2012*

## **Who can help me with my complaint?**

There are other people that can help you with advice:

### **Independent advice and support**

- If you would like to speak to someone for advice or help with making a complaint, please ask a member of staff for details about the independent Patient Advice & Support Service, which is available in your area through local citizens advice bureau. See page 7 for contact details.

### **Advocacy**

- If you want someone to help you express your views, you can ask for an advocate. An advocate is independent of the NHS and can help make sure your views are heard and get you access to the information you need to make your own decisions. Your local NHS Board or the Feedback and Complaints Officer will be able to tell you about advocacy services in your area.

### **Mediation**

- In some cases it may be appropriate for your complaint to be resolved through the provision of alternative dispute resolution services (mediation). This is a service where independent mediators help the relevant parties to reach an agreement. You can request or Health Boards may offer to provide this service although both parties must agree to take part in the mediation. The Feedback and Complaints Officer at your local Health Board can provide further information about mediation.

## **What if I change my mind after I've complained?**

- You can change your mind about making a complaint at any time. Please let the person handling your complaint know as soon as possible. It would be helpful if you could write to let them know, but a phone call will do.

## **What if I'm not happy about the way the NHS has handled my complaint?**

### **The Scottish Public Services Ombudsman (SPSO)**

- If the NHS has fully investigated your complaint and you are still not happy, you can ask the SPSO to consider it further.
- The SPSO cannot normally look at complaints more than 12 months after you became aware of the matter you want to complain about.

Sometimes this time limit will not apply. Please contact the SPSO for more information.

- The SPSO cannot look at matters that have been or are being considered in court.
- If you are not happy with the way the NHS is dealing with your complaint, for example if you think it is taking too long, you can contact the SPSO.
- The Ombudsman does not take up all cases and will decide whether or not to investigate your complaint further. See page 7 for how to contact the Ombudsman.

**‘You have the right to take your complaint to the Scottish Public Services Ombudsman (SPSO) if the NHS has fully investigated your complaint and you are not satisfied with the response.’**

*The Charter of Patient Rights and Responsibilities 2012*

## How to find out more

For more information about anything in this factsheet, contact:

- the NHS helpline on **0800 22 44 88** (textphone 18001 0800 22 44 88)
- the Patient Advice and Support Service (PASS) at your local citizens advice bureau (CAB) using the phone numbers below or call the direct line on **0141 775 3220**.
  - Bridgeton CAB **0141 554 0336**
  - Castlemilk CAB **0141 634 0338**
  - Drumchapel CAB **0141 944 2612**
  - Easterhouse CAB **0141 771 2328**
  - East Dunbartonshire CAB **0141 775 3220**
  - East Renfrewshire CAB **0141 881 2032**
  - Glasgow Central CAB **0141 552 5556**
  - Greater Pollok CAB **0141 876 4401**
  - Maryhill CAB **0141 946 6373**
  - Parkhead CAB **0141 554 0004**
  - Renfrewshire CAB **0141 889 2121**
  - Rutherglen & Cambuslang CAB **0141 646 3191**
  - West Dunbartonshire CAB **01389 744 690**
- If you want to visit your local bureau, you can find the address on the internet ([www.cas.org.uk](http://www.cas.org.uk)).

- NHS Greater Glasgow and Clyde has a number of Feedback and Complaints Officers who can be contacted via any of the numbers below. Further information is also available at: [www.nhsggc.org.uk](http://www.nhsggc.org.uk) (go to the 'Get In Touch / Get Involved' section).

### **Acute Hospital Services**

The Acute Services Division operates with three Complaints Teams based across the city. They each provide support to the undernoted departments/services. If you are unsure which team to contact for advice please speak to any member of any team who will assist in ensuring that your complaint is dealt with by the appropriate Complaints Team.

### **To complain about:**

- Accident & Emergency
- Acute Medical Receiving
- Out of Hours Emergency Care
- Dermatology
- General Medicine
- Cardiology
- Gastroenterology
- Rheumatology
- Respiratory
- Diabetics
- Infectious Diseases
- Medicine for the Elderly
- Palliative Care
- Weight Management Service
- Dietetics

### **Contact**

Complaints Team

Western Infirmary

Dumbarton Road

Glasgow G11 6NT

Phone **0141 211 2926** - please leave a message if you are unable to speak to a member of staff

### **To complain about:**

- General Surgery
- Bariatric Surgery
- Orthopaedics
- Anaesthetics & Theatres
- Critical Care & Pain Clinic
- Ear, Nose and Throat services
- Ophthalmology (eyes)
- Digestive Diseases
- Endoscopy & Colonoscopy
- Urology
- Audiology
- Outpatients
- Pre-assessment clinics

### **Contact**

Complaints Team

Victoria Infirmary

3rd Floor,

Main Building

Glasgow G42 9TY

Phone **0141 201 5100** - please leave a message if you are unable to speak to a member of staff

### **To complain about:**

- Beatson Cancer Centre
- Oncology Services
- Plastic Surgery & Burns Unit
- Neurology
- Neurosurgery
- Spinal Injuries
- Oral and Maxillofacial Surgery
- Renal Medicine
- Homoeopathic Hospital
- Diagnostic Imaging
- Laboratory Medicine
- Health Records
- Dental Hospital
- Nuclear Medicine

- Clinical Physics
- Estates & Facilities (for example Catering, Domestic services, Telecoms, Waste Management)
- Women & Children's Services

### **Contact**

Complaints Team

Glasgow Royal Infirmary

Castle Street

Glasgow G4 0SF

Phone **0141 211 5112** - please leave a message if you are unable to speak to a member of staff

## **Community Health Services & Mental Health Services**

Community Health Partnerships (CHPs) and Community Health & Care Partnerships (CHCPs) provide a range of health services (including community and mental health services) at various hospitals and community sites throughout the NHS Greater Glasgow & Clyde area. To complain about these services, contact the appropriate CHP, CHP sector or CHCP. See contact details on page 11.

The appropriate CHP, CHP sector or CHCP will normally be the CHP, CHP sector or CHCP for the area in which the facility or service being complained about is located. This may be different to the area in which a patient lives.

### **To complain about Forensic Mental Health Services, Learning Disability Assessment and Treatment and longer stay residential facilities in Glasgow City contact:**

Glasgow City CHP

William Street Clinic

120 William Street

Glasgow G3 8UR

Phone **0141 314 6222**

Certain other Specialist Services covering the following are managed on behalf of all CH(C)Ps by the following (get the contact details on page 11)

### **To complain about Specialist Services listed below, contact the appropriate CH(C)P. See contact details on page 11.**

- Podiatry – Renfrewshire CHP
- Physiotherapy: contact West Dunbartonshire CHCP

- Sexual Health/Sandyford: contact Glasgow City CHP - North West Sector
- Children's Specialist Services (including Children's Mental Health and Skye House): contact Glasgow City CHP - North East Sector
- Dietetics Services – Acute Services Division
- Diabetic Retinal Screening: contact West Dunbartonshire CHCP
- Community Dental Services: contact East Dunbartonshire CHP (Oral Health Directorate)

### How to contact CH(C)Ps

- **Glasgow City CHP – North West Sector**

J B Russell House  
 Gartnavel Royal Hospital  
 1055 Great Western Road  
 Glasgow G12 0XH  
 Phone **0141 211 0370**

- **Glasgow City CHP – North East Sector**

Templeton Business Centre  
 62 Templeton Street  
 Glasgow G40 1DA  
 Phone **0141 277 7450**

- **Glasgow City CHP – South Sector**

Claremont Business Centre  
 Unit 10-13  
 39 Durham Street  
 Glasgow G41 1BS  
 Phone **0141 276 6707**

- **East Renfrewshire CHCP**

1 Burnfield Avenue  
 Giffnock G46 7TL  
 Phone **0141 577 3839**

- **Renfrewshire CHP**

Renfrewshire House  
 Cotton Street  
 Paisley PA1 1AL  
 Phone **0141 618 7659**

- **West Dunbartonshire CHCP**

West Dunbartonshire Council

Garshake Road  
Dumbarton G82 3PU  
Phone **01389 737 599**

- **East Dunbartonshire CHP**

CHP Offices  
Stobhill Hospital  
300 Balgrayhill Road  
Glasgow G21 3UR  
Phone **0141 201 3347**

- **Inverclyde CHCP**

Kirn House  
Ravensraig Hospital  
Inverkip Road  
Greenock PA16 9HA  
Phone **01475 715 366**

### **Prison Healthcare Services**

- **To complain about prison healthcare at Barlinnie, Greenock and**

**Low Moss prisons** contact:

Prison Healthcare Complaints  
Glasgow City CHP - Corporate Office  
William Street Clinic  
120 William Street  
Glasgow G3 8UR  
Phone **0141 314 6222**

### **Family Health Services**

- **To complain about a GP surgery, an NHS dental surgery, an NHS optician's practice or a community pharmacy**, please contact them directly.

If you do not feel comfortable doing this, the Health Board may be able to act as an intermediary between you and these services, to help resolve any differences. For assistance with this or for further information or advice on how to complain about these services, contact:

Complaints Office  
NHS Greater Glasgow and Clyde  
JB Russell House  
Corporate Headquarters  
Gartnavel Royal Hospital

1055 Great Western Road  
Glasgow G12 0XH  
Phone **0141 201 4550**

### **Greater Glasgow NHS Board**

**To complain about the NHS Board's functions**, contact:

Feedback and Complaints Officer  
NHS Greater Glasgow and Clyde  
J B Russell House  
Corporate Headquarters  
Gartnavel Royal Hospital  
1055 Great Western Road  
Glasgow G12 0XH  
Phone **0141 201 4477**

### **Scottish Ambulance Service**

- To complain about the **ambulance service**, contact:

Feedback and Complaints Officer  
Scottish Ambulance Service  
National Headquarters  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
Phone **0131 314 0000**

### **NHS 24**

- To complain about **NHS 24**, contact:

Feedback and Complaints Officer  
Patient Customer Relations Department  
NHS 24  
Caledonia House, Fifty Pitches Road, Cardonald Park  
Glasgow G51 4ED  
Phone **0141 337 4501**

### **Golden Jubilee National Hospital**

- To complain about the **Golden Jubilee National Hospital**, contact:

Feedback and Complaints Officer (Risk Manager)  
NHS National Waiting Times Centre Board  
Golden Jubilee National Hospital, Agamemnon Street  
Clydebank G81 4DY  
Phone **0141 951 5177**

## State Hospital

- To complain about the **State Hospital**, contact:  
Feedback and Complaints Officer  
The State Hospital  
Carstairs, Lanark ML11 8RP  
Phone **01555 842 200**

**If the NHS has fully investigated your complaint and you are still not happy, you can contact the Scottish Public Services Ombudsman (SPSO):**

Freepost EH641  
Edinburgh EH3 0BR  
Phone **0800 377 7330**  
Email [ask@spsso.org.uk](mailto:ask@spsso.org.uk)  
Website [www.spsso.org.uk](http://www.spsso.org.uk)

## Information about health rights

- **The Charter of Patient Rights and Responsibilities** gives a summary of what you can expect when you use the NHS in Scotland, together with your rights and responsibilities.
- The series of **Your health, your rights** factsheets tell you more about what these rights mean for you:
  - **Access:** your rights when accessing NHS services in Scotland.
  - **Communication and participation:** the right to be informed, and involved in decisions, about health care and services.
  - **Confidentiality:** the right for your personal health information to be kept secure and confidential.
  - **Respect:** the right to be treated with dignity and respect.
  - **Safety:** the right to safe and effective care.
  - **Hospital waiting times:** how quickly you should receive hospital care.

## For more about health rights see:

- **Consent – it's your decision** explains how you should be involved in decisions about your health care and treatment.
- **How to see your health records** explains your right to see or have a copy of your health record.
- **Health care for overseas visitors** is a set of factsheets explaining what NHS services overseas visitors can expect to receive while they are in Scotland.

### Information for young people

- **Consent – your rights** explains how you should be involved in decisions about your health care and treatment.
- **Confidentiality – your rights** tells you how the health service keeps information about you private.
- **Have your say! Your right to be heard** tells you how to give feedback or make a complaint about the NHS.

### Information for carers

- **Caring and consent** explains your right to be involved in decisions about the health care of the adult you care for.

### Information about health services

- **Getting NHS dental treatment in Scotland** tells you how to use NHS dental services in Scotland.
- **It's okay to ask** gives useful tips and questions you can ask during your health care appointments.
- **The NHS Chronic Medication Service at your local pharmacy** tells you about an NHS service for people with a long-term condition.
- **Your guide to free NHS eye examinations in Scotland** gives information about free NHS eye examinations in Scotland for all UK residents.

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We have tried our best to make sure that the information in this factsheet is correct. However, the factsheet is not part of the Charter of Patient Rights and Responsibilities. It is for guidance only so you should not rely on it as a complete statement of the law.

Produced by NHS inform

To get this leaflet in another language or format, phone your local NHS board on 0141 201 4915

للحصول على كراسة تقديم شكوى ضد هيئة الرعاية الصحية الوطنية NHS باللغة العربية اتصل بهاتف المكتب المحلي لهيئة الرعاية الصحية الوطنية (NHS board) على الرقم 0141 201 4915

'NHS সম্পর্কে অভিযোগ করা' তথ্যপত্রটি বাংলায় পেতে চাইলে আপনার স্থানীয় NHS বোর্ডে (NHS board) ফোন করুন : 0141 201 4915

如欲索取《對NHS提出投訴》的中文版本，請致電0141 201 4915聯絡你就近的NHS管理局 (NHS board)。

Pour obtenir « Faire une réclamation à la NHS » en Français, téléphonez à votre bureau NHS local (NHS board) au 0141 201 4915.

'NHS के विषय में शिकायत कैसे करें' हिंदी में पाने के लिए, अपने स्थानीय NHS बोर्ड को फोन करें (NHS board): 0141 201 4915

Norėdami gauti informaciją 'Kaip pateikti skundą dėl NHS darbo' lietuvių kalba, skambinkite į savo vietinę NHS tarybą (NHS board): 0141 201 4915.

Aby otrzymać broszurę „Składanie skarg na NHS” w języku polskim, prosimy skontaktować się telefonicznie z najbliższą placówką NHS (NHS board) pod numerem 0141 201 4915.

Для получения брошюры «Как подать жалобу на NHS» на русском языке позвоните в местное управление Государственной службы здравоохранения (NHS board): 0141 201 4915.

Para obtener una copia del folleto 'Cómo presentar una reclamación al NHS' en español, llame a su oficina local del NHS (NHS board): 0141 201 4915.

'NHS کے بارے میں شکایت کیسے کی جائے' اردو میں حاصل کرنے کیلئے اپنے مقامی این ایچ ایس بورڈ (NHS board) کو 0141 201 4915 پر ٹیلیفون کریں۔



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