

Help and further actions

If you are dissatisfied with the outcome, or you need help with your complaint you can seek further guidance from:

Patient Advice and Support Service (PASS) via your local Citizens Advice Bureau (CAB)

Tel: 0800 917 2127
www.cas.org.uk/pass

Or alternatively complain to the SPSO:

Bridgeside House
99 McDonald Road
EDINBURGH
EH7 4NS

Tel: 0800 377 7330
www.spsso.org.uk/contact-us

The SPSO cannot normally look at

- A complaint that has not completed our complaints procedure
- Events that happened, or that you became aware of, more than a year ago; or
- A matter that has been or is being considered in court.
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Mearns Medical Centre
30 Maple Ave, Newton Mearns
Glasgow, G77 5BQ
0141 639 2753



The Complaints Process



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Mearns Medical Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level.

Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Officer.

At this practice, the Complaints Officer is:

Matt Saunders – Practice Business Manager

How can I make a complaint?

A complaint can be made verbally or in writing. Additionally, you can submit a complaint via our website by completing a feedback form.

If a data complaint, you may also complain to the [Information Commissioner's Office](#) should you be dissatisfied with the initial response.

The ICO provides guidance for complaining about a [data breach](#).

Time frames for complaints

The time constraint on bringing a complaint is six months from the occurrence giving rise to the complaint or six months from the time you become aware of the matter about which you wish to complain, but no longer than 12 months after the event.

The Complaints Officer will acknowledge all complaints within three working days.

Furthermore, they will aim to have the complaint completely resolved within 20 working days.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.