

Making a **complaint** about the **NHS**

The NHS tries hard to look after you, but sometimes things go wrong. This leaflet tells you what to do if you are not happy with the NHS.

Things you can complain about

You can complain to the NHS about things like

- the care or treatment you get from the NHS
- the place where you get treatment, for example, a doctor's surgery, a hospital or an ambulance
- the staff involved in your care

Things you cannot complain about

There are some things you cannot complain about to the NHS, including

- private health care or treatment
- services that you do not get from the NHS
- something which you want to talk to a lawyer about

Who can complain?

You can complain if it is about something that happened to you. If you agree, someone can complain for you. This could be a relative, carer or friend. Or your advocate can complain for you.

Normally, you must complain within six months. If you think you have missed your chance, tell us anyway. Sometimes we can deal with a complaint even if it is late.



How to complain

First talk to your doctor or nurse or other member of staff. They can try to sort out your complaint straight away.

You may not be able to talk to the doctor or nurse. You can ask to speak to a senior member of staff. Or you can ask to speak to the complaints officer.



The way to complain



- You can complain in person, by phone, letter, fax, e-mail or textphone.

Tell us your name and address.

Tell us about what happened, where and when.

- We will keep information about you private. We will make a record of your details and complaint, and use it to help us make services better.

What happens next?

We will write and tell you we have got your complaint. We will send another letter to tell you what we found out and what we are going to do about it.

If you are still unhappy

If you are still not happy you can contact the Scottish Public Services Ombudsman.

- The Scottish Public Services Ombudsman
Freepost EH641
Edinburgh EH3 0BR
Phone: 0800 377 7330
Fax: 0800 377 7331
Text message: 0790 049 4372
E-mail: ask@spsso.org.uk
Website: www.spsso.org.uk

Where to get help to complain



Advice and support

You can get advice or help with making a complaint from any local advice service, for example the citizens advice bureau.

Advocacy

Ask the complaints officer about independent advocacy services in your area or contact

- Scottish Independent Advocacy Alliance
69a George Street
Edinburgh EH2 2JG
Telephone: 0131 260 5380
Fax: 0131 260 5381
Email: enquiry@siaa.org.uk
Website: www.siaa.org.uk

Conciliation

Conciliation means that you and the person you have complained about get help to try to agree what should happen.

If you want to find out more about conciliation, ask the person who is dealing with your complaint.

Where to get more information

To find out more about anything in this leaflet contact

- **Your local NHS Board**

You can find contact details for your local NHS Board in the phone book under 'health services' or on the website at www.show.scot.nhs.uk/organisations/orgindex.htm

To find out more about your rights you can contact

- **ENABLE Scotland**

6th Floor, 7 Buchanan Street
Glasgow G1 3HL

Phone: 0141 226 4541 (this line is open between 1pm and 4pm on Monday to Friday for information and advice)

Fax: 0141 204 4398

E-mail: info@enable.org.uk

Website: www.enable.org.uk

- **People First (Scotland)**

77-79 Easter Road

Edinburgh EH7 5PW

Phone: 0131 478 7707

Fax: 0131 478 7404

E-mail: peoplefirst1@btconnect.com

Your comments please!

We want to know what you think about this leaflet.

Please give us your comments:

- by post to HRIS, Scottish Consumer Council, FREEPOST GW5277, Glasgow G1 3BR



- by emailing us at hris@scotconsumer.org.uk



- by visiting our website at www.hris.org.uk and clicking on the “contact us” link

- by phoning us on **0141 226 5261**



We have tried our best to make sure this leaflet is correct but the law is much more complicated than this. If you plan to take legal action you should get an advocate, advice service or solicitor to help you.

You can get a longer version of this leaflet, which explains things covered here in more detail.

To get the longer version, or to get this information in another language or format, phone your local NHS Board.

If you need help to do this contact the NHS Helpline on 0800 22 44 88 (textphone 18001 0800 22 44 88). Or go to the website www.hris.org.uk



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