

PERTH & SCONE MEDICAL GROUP

Taymount Surgery
1 Taymount Terrace
PERTH
PH1 1NU
Tel: 01738 627117

Scone Surgery
7 Stormont Road
SCONE
PH2 6RH
Tel: 01738 551739

PRACTICE COMPLAINTS LEAFLET

2008-2009

WHAT can you complain about?

You can complain about any aspect of the service we provide.

WHO can complain?

- ✓ Any patient registered with the practice.
- ✓ In certain circumstances a complaint can be made on behalf of someone else, as long as that person has given consent.
- ✓ If a patient is incapacitated or unable to give consent, a relative or other representative.
- ✓ A complaint can also be made on behalf of someone who has died.

HOW can you complain?

Complaints can be made either in writing or in person.

WHERE do you complain?

In the first instance we would ask that you contact the Practice Manager or one of the doctors.

If this approach is unsuccessful, or you would prefer not to talk to someone in the practice, you can telephone or write to:

Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH
EH3 7NS
Tel: 0800 377 7330 or www.spsso.org.uk