

Alpha Clinic
Patient COMPLAINTS PROCEDURE

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Manager and Directors will be pleased to deal with any complaint. He/she will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Reception

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the Hospital for the attention of the Clinic manager and or Directors as soon as possible

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 10 working days and aim to have looked into your complaint within 20 working days of the date you raised it. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant. Contact details are:

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

T: 0131 623 4342

E: hcis.clinicregulation@nhs.scot

Help us get it right

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Alpha Clinic

Address:

16 Carden Place, Aberdeen AB10 1FX

Telephone: 01224 232428

Comments, and suggestions

info@alphaclinic.co.uk

Complaints

complaints@alphaclinic.co.uk

Alpha Clinic 16 Carden Place Aberdeen, AB10 1FX