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## Complaints Procedure Quick Guide

You can make your complaint in person, by phone, by e-mail ([branchmp@lanarkshire.scot.nhs.uk](mailto:branchmp@lanarkshire.scot.nhs.uk)) or in writing to the Practice Manager (Ciara McGowan) at the address below. If you wish to view our full complaints procedure, please ask one of the reception team.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly, but if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### Stage 1: Early, Local Resolution

We will always try to resolve your complaint quickly, within **five working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage two.

### Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.

### The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision. We will advise you how to do this when we send our our final decision.