Do you have any comments or complaints about our service?

Our aim is to provide you with a high standard of care at all times and to deal quickly, courteously and effectively with any problems which may arise. We also aim to make improvements to our service based on what our patients tell us.

Do you have any comments or suggestions about the service we provide? We would be pleased to hear from you. You can drop a note into our comments box in the [waiting room] or contact us at any time.

Are you unhappy or have concerns about any aspect of your care? If so, we have a Practice Complaints Procedure to enable us to deal with complaints in line with the NHS Complaints Procedure. Any member of staff can give you details and a copy of our procedure on request. The practice’s Feedback and Complaints Officer is [name].

You can also contact:

The Patient Support and Service (PASS) [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk) . PASS can advise and support you with a complaint you have about any healthcare service.

[Local] Health Board’s Feedback and Complaints Team [Insert the contact details (tel no and e-mail) of the Feedback and Complaints Team for your local Health Board. These can be found on NHS Inform:https://www.nhsinform.scot/care-support-and-rights/health-rights/feedback-and-complaints/making-a-complaint-about-your-nhs-care-or-treatment/