

Quick guide to our complaints procedure

Argyll and Bute HSCP is committed to providing high quality care and treatment to people in our

- the full name, address and date of birth of the person affected

- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for; and
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the NHS. Further information and contact details can be found on the PASS web site:

www.patientadvicescotland.org.uk

We are committed to making health and social care services easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you to access and use our services.

If you would like support to make your complaint, or want this information in another language or format, tell us in person, contact us by telephone or e-mail.

Our contact details

Please contact us by the following means:

Address: Feedback Team,
Argyll and Bute HSCP,
Main Building,
Victoria Integrated Centre,
93 East King Street,
Helensburgh
G84 7BU

Phone: 01436 635155

Email: argyllandbutehscp.feedback@nhs.scot

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).



ARGYLL AND BUTE
HEALTH AND SOCIAL CARE PARTNERSHIP
Complaints Form (Please use block capitals)

Name:

Address:

Postcode: **Tel No:**

Email:.....

What is your complaint? (Please give as much information as possible, for example, the service you received and when/where the event(s) took place)

Have you raised this issue before? Yes/No

If yes, with whom and what, if any, action was taken

How would you like us to resolve the matter?

Your Signature: **Date:**

If you are complaining on behalf of another person, please provide their details along with a signed mandate or other written confirmation that they have agreed that you can act on their behalf.

Please return the completed form and signed mandate/other written confirmation by email to: argyllandbutehscp.feedback@nhs.scot

Or send by post to: Feedback Team, Argyll and Bute HSCP, Main Building, Victoria Integrated Care Centre, 93 East King Street, Helensburgh G84 7BU