



## **Aviemore Medical Practice**

Muirton, Aviemore, Inverness-shire, PH22 1SY

Telephone 01479 810258 Fax 01479 810067

[www.aviemoremedical.co.uk](http://www.aviemoremedical.co.uk)

Email: [info@aviemoremedical.co.uk](mailto:info@aviemoremedical.co.uk)

### Complaints Procedure:

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

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 – as this will enable us to establish what happened more easily.

You will receive an acknowledgement within two working days and a reply within ten working days. For more information and a form to record your concern, please make use of the attached form.

#### **How to make a complaint:**

In many circumstances the best way to make a complaint is directly with the person involved. However, we understand that there will be times where this might be difficult or inappropriate. When this is the case, please put your concerns in writing and address it to:

**Iain Gray**

**Aviemore Health Centre**

**Aviemore**

**PH22 1SY**

**or email to: [info@aviemoremedical.co.uk](mailto:info@aviemoremedical.co.uk)**

Alternatively, for an informal discussion about an issue please call 01479 810 258 and ask to speak with the Practice Manager.

If you would rather not deal directly with the practice or are in anyway unhappy with the response from the practice please contact the NHS Highland complaints department.

**NHS Highland Feedback Team,**

**PO Box 5713**

**Inverness**

**IV1 9AQ**

**or email to: [nhshighland.feedback@nhs.net](mailto:nhshighland.feedback@nhs.net)**

**Tel: 01463 705997**

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Dr. George B. Jachacy  
Dr. Gill E. Irvine  
Dr. Gillian Kirkwood

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Dr. Mike Langran  
Dr. Michelle Delap  
Dr. Alistair Appleby

### **Complaining on somebody else's behalf:**

If you are complaining on behalf of another patient please understand that due to patient confidentiality we will need to speak directly to the patient involved to ensure that we have their express permission to discuss the matter with yourself.

### **Help and support in making a complaint:**

Citizens Advice Scotland are an organisation who can assist and advise you when it come to making a complaint.

**Citizens Advice Scotland**  
**2 Inverewe**  
**Grampian Road**  
**Aviemore**  
**PH22 1RH**  
**[www.cas.org.uk](http://www.cas.org.uk)**  
**Tel: 01479 810 919**

### **If you are unhappy about the response to your complaint:**

If unhappy with the response to a complaint from Aviemore Medical Practice please make contact with the NHS Highland Complaints Department using the details on the previous page.

If you are still not satisfied with the response from either NHS Highland or Aviemore Medical Practice and you wish to take the complaint further contacting the Scottish Public Services Ombudsman is the next step. They can be contact by telephone on 0800 377 7330, or via their website [www.spsso.org.uk/online-contact](http://www.spsso.org.uk/online-contact).

### **Information on your Health Care Rights:**

Information on your Health Care Rights can be found at:  
[www.hris.org.uk](http://www.hris.org.uk) or by contacting NHS Inform on 0800 22 44 88

### **Comment on aspect of your care:**

[www.patientopinion.org.uk](http://www.patientopinion.org.uk)

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**Complaints Form**

Title: ..... First Name: ..... Surname: .....

Date of Birth:

Address:

Postcode:

Telephone Number:

**Your Complaint**

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Please provide details of your complaint.

Continue on the reverse if required.  
Please post or hand the form back into the Health Centre.

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Complaint form continuation

A large empty rectangular box with a black border, intended for the continuation of a complaint form.