



Floor 3,
Hunter Health Centre,
East Kilbride, G74 AD

Complaints Procedure – Patient Information

We aim to provide a high standard of service at all times; however, we recognise that sometimes things can go wrong. If you feel dissatisfied with any aspect of our service, we encourage you to let us know so we can address your concerns promptly.

How to Make a Complaint

You can raise a complaint by filling out our complaints form online, emailing the practice, submitting a written complaint, or speaking to the practice manager, Mrs Louisa Munro. Please ask for our email address at Reception.

If the Practice Manager is unavailable, a member of our reception team will arrange a call back for you. We can also arrange interpreter support if required.

Who Can Make a Complaint

Complaints can be made by patients or their representatives with consent. If you are making a complaint on behalf of someone else, we require their written consent unless they are unable to provide this.

Time Limits

Complaints should normally be made within 12 months of the incident.

What to Expect

- We will acknowledge your complaint within 3 working days
- We aim to respond within 20 working days, depending on the complexity of the complaint
- If there are any delays, we will keep you informed

Complaints Process

Stage 1 – Early Resolution: We aim to resolve your complaint as quickly as possible.

Stage 2 – Investigation: If your complaint requires further investigation or you are not satisfied with the initial response, a full investigation will be carried out.

Your Rights

If you remain dissatisfied after receiving our final response, you may refer your complaint to the Ombudsman. Details of how to do this will be provided in our final response.