Complaints Policy

Kirkvoe Medical

Date Effective:	30/10/26
Review Date:	30/10/28
Version No:	2
Policy Owner / Author:	Dr Zoe Shepherd

1. Reason for Policy / Purpose of Policy

Complaints about service will be encountered. These should be viewed as an opportunity to learn from episodes where the care delivered failed to meet the standards expected by the patient.

2. Policy Statement and Aims

This policy will set out the methods in which a patient can complain and the procedures to follow when a complaint has been received.

3. Procedure

A section of the Kirkvoe Medical website will contain the practice policies.
Should a patient wish to complain they can email the practice at contact@kirkvoemedical.co.uk or raise the complaint in person.

A complaint can also be raised by a person acting on the patient's behalf such as a family member or advocate or anyone else who has a concern about the way Kirkvoe Medical provide their services.

The patient or their representative can also complain at any time to Healthcare Improvement Scotland by contacting:

Programme Manager

Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Email: his.ihcregulation@nhs.scot

Within 20 working days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, Kirkvoe Medical will inform the complainant of any action (if any) that is to be taken. An offer to discuss the complaint with the patient or complainer in person will be made and Dr Zoe Shepherd hopes the majority of issues can be dealt with in house.

Of note Dr Zoe Shepherd operates Kirkvoe Medical as a sole trader and there will be times when she is not available to respond to emails, such as when on annual leave. At these times an out of office email response will be sent which clearly states when the matter will be dealt with.

All complaints will be logged as part of the practice clinical governance process in order to evaluate potential recurrent problems. They will also be discussed at Dr Zoe Shepherd's annual appraisal as part of her revalidation procedures.

4. *Related information*

Further information is available at:
Healthcare Improvement Scotland complaints procedure How we deal with complaints about independent healthcare (IHC) services (healthcareimprovementscotland.org)