

COMMENT COMPLIMENTS COMPLAINTS

We are happy to consider any suggestions you may have that would improve the service we provide. Comments and compliments are always welcome.

We also operate a Practice Complaints Procedure for dealing with complaints which adheres to National Criteria.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

If we can't resolve it immediately, we will send a written acknowledgment within three working days and respond to the complaint within 10 working days. Mr Tandon will need this time to investigate the complaint, we will tell you in your acknowledgement when you will hear from us.

If despite the efforts to sort the matter out, you are still not satisfied then you need to contact NHS Lothian on 0131 536 3370.

HELP US TO HELP YOU.