



**Tell the right person at the time**

This may be either:

- the person looking after you
- your nurse or doctor
- the Hospital Director, Matron or senior member of staff at the hospital

**If you are not completely happy**

You can write to the Hospital Director at the hospital

**If you want to take this matter further**

You can write to the Director of Clinical Services of Spire Healthcare

**If you are still not fully satisfied**

You can write to the Independent Sector Complaints Adjudication Service

**You can also contact your Healthcare Improvement Scotland local area office at:**

Head of Corporate Secretariat  
Health Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

Tel 0131 623 4300  
Email [hcis.chiefinspector@nhs.net](mailto:hcis.chiefinspector@nhs.net)  
[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Please be aware that complaints procedures may differ in England and Scotland.



Spire Murrayfield Hospital  
122 Corstorphine Road  
Edinburgh  
EH12 6UD

Tel 0131 334 0363  
Fax 0131 316 2585  
Email [info@spireedinburgh.com](mailto:info@spireedinburgh.com)  
[www.spirehealthcare.com/edinburgh](http://www.spirehealthcare.com/edinburgh)

Spire Shawfair Park Hospital  
10 Easter Shawfair  
Edinburgh  
EH22 1FE

Tel 0131 654 5600  
Fax 0131 654 5687  
Email [info@spireedinburgh.com](mailto:info@spireedinburgh.com)

[www.spirehealthcare.com/shawfairpark](http://www.spirehealthcare.com/shawfairpark)

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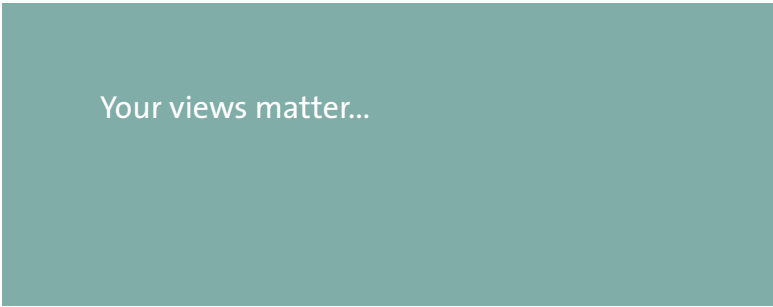
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**Spire**

Edinburgh Hospitals  
Murrayfield and Shawfair Park

Please talk to us



## Your views matter...

### We're listening

We understand that you may feel a little anxious about coming into hospital, so we do everything we can to make you feel as relaxed and confident as possible. We are committed to maintaining the highest standards in all aspects of care so when patients and visitors offer praise – or criticism – we listen carefully. We review all the comments you make and we use that information to improve our services and facilities even further.

### If you have a complaint

If you are unhappy with the facilities or service we want to know about it as soon as possible. We will investigate the situation so that we can explain, apologise and take positive action where necessary.

We take all comments and complaints seriously and we always:

- handle complaints confidentially
- offer a clear and complete investigation

### Local resolution – tell us straight away

If you tell us as soon as the problem arises, it can often be sorted out without delay. In many instances, the person in charge of your daily care should be able to help with day-to-day queries. Otherwise, the Hospital Director or a senior member of staff will be happy to assist.

### Our local Patient Liaison Coordinator at Spire Edinburgh Hospitals is:

Patient Liaison Coordinator  
Spire Edinburgh Hospitals  
122 Corstorphine Road  
Edinburgh, EH12 6UD

Tel 0131 316 2531  
Fax 0131 316 2585  
patientliaisonedinburgh@spirehealthcare.com

### Local resolution – write to us

If you prefer you can put your comments in writing. You should write a letter to the Hospital Director of the hospital where you were treated, stating:

- where your treatment took place
- the date on which you had reason to complain
- names of the consultant(s), nurses or other staff who were caring for you, if known
- the type of treatment you received
- a clear description of your complaint
- details of what you would like us to do to put it right
- any further comments that you want to bring to our attention

### Getting back to you

We will acknowledge receipt of your complaint within two working days. An investigation will be undertaken and you will receive a reply outlining what we have found in our investigation. This will be sent to you within 20 working days. If the investigation is still ongoing after

20 days a letter will be sent explaining why it's taking us longer than normal.

In very complex cases, which may take more time, you will be sent regular progress reports. The hospital may suggest a meeting to talk through your issues and attempt to resolve them.

### Second stage – internal review

If your complaint is not resolved through local resolution, you can take your complaint to the Director of Clinical Services of Spire Healthcare. The Hospital Director's letter will explain what to do and where to send your correspondence. The Director of Clinical Services will review your complaint and offer any advice to help resolve the matter.

### Third stage – referral to the Independent Sector Complaints Adjudication Service

If you are still not satisfied, you have the right to take your complaint to independent adjudication. This process is run by the Independent Sector Complaints Adjudication Service (ISCAS) who only become involved once you have been through Spire Healthcare's complaints policy. If we have been unable to resolve your complaint, this process will be explained in the letter from the Director of Clinical Services.

If you would like to bring your experience to the attention of the Healthcare Improvement Scotland the address of your local area Healthcare Improvement Scotland office is shown on the reverse of this leaflet.

