**Cowdenbeath Medical Practice**

**Complaints Leaflet for Children and Young People**

Making a complaint means telling us when you are not happy with the care you have received from any of our services.

**You might want to complain:**

* When things do not happen when you want them to;
* When no one is listening to you;
* When things go wrong;

**How to make a complaint:**

* You can talk to any of the Doctors or Nurses that you are seeing;
* Ask to speak to our Practice Manager or Assistant Practice Manager;
* Ask your Mum, Dad or carer to speak to us on your behalf;

If you are over 12 years old, you will need to tell us that you want someone to speak on your behalf.

**We will?**

* Listen to what has upset you;
* Talk to you about what has happened;
* Speak to the person who has upset you;
* Try to make things better for you;

**If you still feel unhappy after speaking to us;**

* Let us know and we can arrange to meet with you to talk about this;
* You can speak to someone not from the Practice by phoning the Scottish Public Services Ombudsman (SPSP) 0800 3777330;

