

Who Should I Contact about my NHS Health or Care in Aberdeen? *A simple guide to feedback, concerns and complaints*

Who should I contact if I have feedback, a concern, or a complaint?

It's not uncommon for people to feel unsure about who is responsible for what within health and care services.

This short guide is designed to help you raise your feedback, concern or complaint with the right organisation first, so it can be dealt with as quickly and fairly as possible.

Not sure where to start?

- **If it's about your GP practice** → contact the practice first
- **If it's hospital or NHS services** → NHS Grampian
- **If it's social care or care packages** → Aberdeen City HSCP
- **If you just want to share an experience** → Care Opinion
- **If you want help with how to complain** → NHS Inform and / or PASS

If your feedback is about your GP practice

Who to contact:

→ **Your GP Practice directly**

What the practice can help with:

- Appointments and access issues
- Attitude or behaviour of practice staff
- Communication problems
- Practice processes (e.g. prescriptions, reception queries)

What they can't help with:

- Hospital care
- Community Treatment & Care Centres (CTAC)
- Social care services
- National NHS policies

How to complain:

- Write or email the Practice Manager
- Complaints should normally be made within 6 months of the issue

If your complaint isn't resolved by the practice, you can seek advice from NHS Grampian or PASS about next steps, including escalation to the Scottish Public Services Ombudsman.

If your concern is about a Community Treatment & Care Centre (CTAC)

Community Treatment & Care Centres (CTACs) provide services such as blood tests, wound care, injections and other community-based treatments. Although they may be located near or linked with GP practices, **CTACs are not run by GP practices.**

Who to contact:

→ **NHS Grampian Feedback & Complaints Service**

Why?

CTACs are **NHS Grampian services**, not part of individual GP practices. GP practices are therefore unable to investigate or resolve complaints about CTAC care. Should you have any issues with your CTAC care, please contact NHS Grampian Feedback Service.

How to complain:

- NHS Grampian Feedback Service Website: [Feedback and Complaints – NHS Grampian](#)
- Phone: 0345 337 6338
- E-mail: gram.nhsgrampianfeedback@nhs.scot



If your concern is about NHS Grampian services

This includes hospitals, community nursing, mental health services and NHS services commissioned by NHS Grampian.

Who to contact:

→ **NHS Grampian Feedback & Complaints Service**

They cover:

- Hospital care
- Community health services
- NHS-run clinics
- Concerns about NHS processes or standards

They don't cover:

- Independent GP Practices or private healthcare
- Social work or council-run services
- Issues already being dealt with through legal action

How to contact NHS Grampian Feedback Service:

- Website: [Feedback and Complaints – NHS Grampian](#)
- Phone: 0345 337 6338
- E-mail: gram.nhsgrampianfeedback@nhs.scot
- Complaints Handling Procedure: [NHS Grampian Public Facing Model Complaints Handling Procedure](#)



If your concern is about health or social care services provided by Aberdeen City Health and Social Care Partnership

The Health & Social Care Partnership (HSCP) brings together health and social care services, but complaints must go to the correct organisation depending on the service.

Contact Aberdeen City HSCP if your concern relates to:

- Adult social care services
- Care packages
- HSCP policies or decisions
- Delays or quality of HSCP-managed services

How to complain:

- Website: [Aberdeen City HSCP – Feedback and Complaints](#)
- Email: ACHSCPEnquiries@aberdeencity.gov.uk
- Phone: 01224 655555
- If your concern is about healthcare, the HSCP will usually direct you to NHS Grampian instead.
- Complaints Handling Procedure: [Aberdeen City IJB Complaints Procedure](#)



If you want to share feedback publicly

Care Opinion is an independent website where you can share your experience anonymously. Services are asked to respond, and learning is shared openly. Care Opinion is not part of the formal NHS complaints process, but it is a valuable way to share experiences and help improve services.

Who to use:

→ Care Opinion

Best for:

- Sharing experiences
- Highlighting good care
- Raising themes or concerns publicly

Not suitable for:

- Formal complaints requiring investigation

Link: [Care Opinion – NHS Grampian](#)



Need help making a complaint?

If you're not sure how to raise a concern or complaint, support is available.

Who to contact:

→ NHS Inform

Start here for general advice:

Link: [NHS Feedback, complaints and your rights | NHS inform](#)

Provides clear information about:

- How to make a complaint
- Your rights
- What should happen after you complain
- What to expect when you complain
- How long it may take to get a response



Need more personal support?

You do not need to make a complaint on your own.

Who to contact:

→ **PASS (Patient Advice & Support Service)**

PASS is an independent service that can:

- Help you understand your rights
- Support you to write your complaint
- Answer questions about the process
- Speak on your behalf or attend meetings with you

PASS is **free and independent from the NHS**.

- Website: [PASS | Patient Advice and Support Service Scotland](#)
- Phone: 0800 917 2127



If you are still unhappy after completing the NHS complaints process

Final stage:

→ **Scottish Public Services Ombudsman (SPSO)**

The SPSO is independent and can review how your complaint was handled.

Important: You must normally complete the NHS or HSCP complaints process **before** contacting SPSO.

More information:

- Website: [Scottish Public Services Ombudsman](#)
- Phone: 0800 377 7330



Contacting an MSP

You may choose to contact your Member of the Scottish Parliament (MSP) if:

- Your complaint has been unreasonably delayed
- You are dissatisfied with a final response
- You want support raising a concern with a public body

MSPs can:

- Ask organisations to review decisions
- Raise issues on your behalf

MSPs cannot:

- Overturn clinical decisions
- Investigate complaints themselves

You will need to give clear consent for an MSP to act for you.

MSPs can raise concerns with organisations, but they cannot make clinical decisions or instruct services to change individual care.

To find your local MSP in Scotland, use the [Current and previous Members of the Scottish Parliament \(MSPs\) | Scottish Parliament Website](#)

**Key Message**

Getting your feedback or complaint to the right organisation first helps it be addressed more quickly and effectively.

If you're unsure where to start, NHS Inform or PASS can help guide you through your options.