

Feedback, concerns and complaints – a quick guide

Not sure where to start?

- **GP practice issue?** → Contact your GP practice
- **Hospital or NHS service?** → Contact NHS Grampian
- **Social care or care package?** → Contact Aberdeen City HSCP
- **Want to share your experience?** → Use Care Opinion
- **Need help making a complaint?** → Use NHS Inform or PASS

Getting to the right organisation first helps your concern be dealt with more quickly. If you're unsure where to start, NHS Inform or PASS can help guide you.

GP Practice

For concerns about:

- appointments
- prescriptions
- reception staff or service
- communication or practice processes

Contact: Your GP practice directly



NHS Grampian

For concerns about:

- hospital care
- community health services
- mental health services
- CTAC services

Contact: NHS Grampian Feedback & Complaints Service



Aberdeen City HSCP

For concerns about:

- adult social care
- care packages
- HSCP-managed services
- support at home

Contact: Aberdeen City HSCP



Care Opinion

Use this to:

- share your experience
- highlight good care
- raise concerns publicly

Contact: Care Opinion

Not for: formal complaints requiring investigation



Need help making a complaint?

Start with:

- NHS Inform – advice on:
- how to complain
- your rights
- what happens after you complain

Contact: NHS Inform



Need more personal support?

You do not need to do this on your own.

PASS can help you:

- understand your rights
- write your complaint
- ask questions about the process
- speak on your behalf or attend meetings with you

Contact: PASS



NHS Grampian Complaints



Aberdeen City HSCP



Care Opinion



NHS Inform



PASS Support

