



**FEEDBACK FORM**

What do you like most and what do you like least about our service?

If you have concerns about a particular event please tell us what happened, when and where and the staff members involved.

What would you like us to do to improve our service?

Date: .....

**Improving our service**

Are we meeting your needs?

RPA Clinic is committed to providing a high standard of care and meeting the needs of patients. We would appreciate you taking some time to let us know what you think we do well and where we can make improvements.

Contact details:

RPA Clinic  
4 Lynedoch Place  
Park Circus  
Charing Cross  
Glasgow  
G3 6AB  
[www.rpaclinic.com](http://www.rpaclinic.com)

## **We want to hear from you**

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

## **Let's talk**

Please discuss any concerns or questions you have about your treatment with your treating clinician.

It is especially important that people understand what is happening and feel comfortable about it.

You are welcome to speak to other staff if you have any issues you wish to raise. Alternatively, use our feedback form.

## **What to expect**

If you have a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations. You can play an important role in resolving the problem by providing as much relevant information as possible, such as documents and the names of staff you have dealt with. The practice manager deals with all complaints and ensures that all serious complaints are brought to the attention of the practice partners.

We investigate complaints thoroughly to know what happened and why, and ways to prevent it happening again.

We will keep you informed at all times so you know what is happening. What we will do. We will work with you to assess the most appropriate way to resolve the problem and the best outcome. We ask you to consider the outcome you would like and we will strive to provide it. We will provide you with all the facts about what happened and any strategies we have devised to improve our service as a result.

## **Improving our service**

Compliments and complaints are discussed at staff meetings and monthly meetings of our practitioners. We work together to find ways to improve and keep staff informed of what has happened.

## **Complaints- Taking it further**

If you have a complaint please ask for a complaint and follow up form or log onto our website where this can be downloaded. If your complaint can't be resolved in house please see below:

Citizens Advice provides independent mediation and conciliation for complaints about our services and consumers legal rights.

If the matter is serious they will refer it to the relevant regulatory authority.

**CITIZENS ADVICE CONSUMER HELPLINE ref 15152356**

**03454040506**

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

Trading Standards can act as a mediator. Citizens Advice would escalate a complaint to Trading Standards should the customer not reach a satisfactory outcome to their complaint.

## **Ways to give feedback and compliments**

Please place the completed feedback form in the suggestion boxes provided, or mail it to:

RPA Clinic

4 Lynedoch Place

Park Circus

Charing Cross

Glasgow

G3 6AB

**[www.rpaclinic.com](http://www.rpaclinic.com)**

Or, you can send us an e-mail message setting out your concerns: [info@rpaclinic.com](mailto:info@rpaclinic.com)

If you would like us to follow up your comments please provide your name and contact details.

Name .....

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Address .....

Postcode .....

Day time tel no

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Other telephone

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Special needs – do you have any special needs? e.g. do you require an interpreter? Are you hearing impaired?