

# *The Vale of Leven Hospital Inquiry*

## **COMPLAINTS PROCEDURE**

### **Why have a complaints procedure?**

Within the Vale of Leven Hospital Inquiry Team we aim to be responsive, professional, efficient, and helpful. However, we recognise that we may not get it right every time. If we get it wrong, we want you to tell us about it so that we can try to put things right.

### **If you wish to make a complaint:**

Please contact Mark Dorrian, Deputy Secretary, on 0131 240 6803 in the first instance to discuss your complaint. If the complaint cannot be resolved informally, and you wish to take the matter further, you will be asked to put your complaint in writing and send by email, or letter, to Julie-Anne Jamieson, Secretary to the Inquiry:

Julie-Anne Jamieson  
Secretary  
The Vale of Leven Hospital Inquiry  
3<sup>rd</sup> Floor  
Lothian Chambers  
George IV Bridge  
Edinburgh  
EH1 1RN

Email: [jjamieson@scotcourts.gov.uk](mailto:jjamieson@scotcourts.gov.uk)

We undertake to:

- Acknowledge your complaint within 3 working days;
- Fully investigate your complaint;
- Provide you with a written response within 10 working days, unless a longer period has been agreed with you.

If you are unhappy with the outcome, you should write to:

The Rt Hon Lord MacLean  
Chairman  
The Vale of Leven Hospital Inquiry  
3<sup>rd</sup> Floor  
Lothian Chambers  
George IV Bridge  
Edinburgh  
EH1 1RN