## Complaint Outcome Summary

<table>
<thead>
<tr>
<th>Name of Service:</th>
<th>Scottish Vein Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>29/08/2022</td>
</tr>
<tr>
<td>Complaint Case Number:</td>
<td>CAS-01342-T9N0W9</td>
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</tbody>
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### 1. Complaint Overview

We received a complaint about the following:

- A. The service did not follow their complaints procedure.
- B. The services complaints procedure is inaccurate or misleading to service users.

### 2. Complaint Conclusion:

After investigating the patient’s concerns we upheld issue A and B of the complaint.

### 3. Complaint Requirements and Recommendations:

**Recommendation 1**

The service should review and amend its complaints procedure to ensure accurate information for service users.