

Complaint Outcome Summary – for upheld complaints only

Name of Service:	Glasgow Private Clinic
Complaint Case Number:	CAS-01270-S9D4X

1. Complaint Overview

The complaint areas we investigated were:

- a) The service does not have appropriate governance in place for the management and oversight of practitioners with practising privileges.
- b) The service did not have an appropriate process in place or did not follow its process for continuity for patient care.