

**Case:** 201100355, Greater Glasgow and Clyde NHS Board  
**Sector:** health  
**Subject:** complaints handling  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mr C raised a number of complaints, some about a pharmacy and one about the board's handling of his correspondence. In the circumstances of his complaint, we decided that we did not have the authority to investigate his complaints about the pharmacy. We upheld his complaint against the board because they did not acknowledge or respond to a letter he sent. We made no recommendations, because the board had already identified that the letter had not been responded to, provided an explanation for this, apologised to Mr C and provided him with a response. We did suggest to the board that they reflect on whether they could have managed Mr C's large volume of correspondence better by perhaps nominating a single point of contact.

*When this report was first published on 21 September 2011, it was incorrectly categorised as being about Grampian NHS Board. This was due to an administrative error which we discovered on 22 September 2011, and for which we apologise.*