

# How to Make a Complaint

--- an information sheet for patients ---

We aim to provide the best possible service and care to all patients. We accept, however, that there may be occasions when things go wrong, or your expectations are not met. We appreciate your feedback of this nature in order for us to address any area of our service that requires improvement and to make changes where necessary. All complaints are taken seriously and treated confidentially, regardless of their nature: medical, nursing, pharmacy, premises, facilities, or administration.

Should you wish to raise a query or concern, in person, you can ask to speak to any of our staff, who will attempt to resolve the matter immediately. If this is not possible, we ask that you make a formal complaint in writing.

Should you wish to make a complaint about any aspect of the service or care you have received, there are a number of ways in which you can bring this to our attention:

- By completing a Patient Feedback Form, which are available at the reception on each floor or on our website, [www.LLClinics.co.uk](http://www.LLClinics.co.uk).
- By e-mail to [info@LLClinics.co.uk](mailto:info@LLClinics.co.uk); we will respond to your initial enquiry within three (3) working days.

## The complaint's procedure

Our complaints policy ensures that your complaints are fully investigated, and a reply is provided to you in a timely manner. Our aim is to complete each stage of the complaint's procedure as swiftly as possible, and in any event within three (3) months of your complaint. This document outlines our patient complaint's procedure which has three (3) stages:

**Stage One:** Local Resolution --- At this level, your complaint is raised directly with our clinic, where it will be handled by the Chief Executive Officer (CEO) of London Lauriston Clinic (LLC). A complaint should be made within six (6) months of the event.

**Stage Two:** Internal Appeal --- If you are dissatisfied with the response from the CEO, your complaint should be directed to the LLC's Registered Manager, Professor Gerard Conway for an internal review. Complaints should be escalated to Stage Two within six (6) months of decision at Stage One.

**Stage Three:** Independent External Adjudication --- If you remain dissatisfied with LLC's responses from Stages One and Two, you can ask 'Independent Healthcare Sector Complaints Adjudication Service' (ISCAS) to review of your complaint and how LLC handled it. Stage Three is the final stage in the complaints process and the adjudication decision is final. Complaints should be escalated to ISCAS within six months of decision at Stage Two.

## How to make a written complaint

We recommend that you put all formal complaints in writing (by email). In order to be able to provide you with an efficient response, we ask that you:

- provide your personal details, including your full name and address, telephone number and email address;
- provide a description of event, including dates and names, if you have them;
- make a formal complaint as soon as possible (this makes it easier for everyone involved to remember what happened and investigate more effectively); and
- inform us if you are complaining on behalf of a relative or friend, as we require permission from the patient to correspond with you.

### **Stage One: Procedure for Handling Formal Complaints**

At Stage One, complaints are raised directly with our clinic where a service was provided. The CEO of LLC will acknowledge your complaint letter within three (3) working days. The CEO of LLC is responsible for investigating the complaint and will write to you with a written response within twenty (20) working days. If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay. A full response will then be sent to you within five working days of a conclusion being reached. In any event, you will receive a letter every twenty (20) working days until the matter is resolved. When investigating the complaint, the CEO of LLC may call you to talk about your concerns or offer to meet you. If no further action is proposed, we will send you a full written response.

### **Stage Two: Internal Appeal**

The internal appeal stage is the responsibility of the LLC's Registered Manager (unless they have been involved in the matters that led to the complaint). If you are dissatisfied with CEO's response at Stage One, you can appeal to LLC's Registered Manager to request an internal review. Please do this within six months of the date of the final written response from the CEO of LLC. You will receive an acknowledgment of the appeal within three (3) working days of receipt. LLC's Registered Manager will consider the complaint and may undertake a review of the correspondence and handling of the issues at clinic level. LLC's Registered Manager will either confirm the decisions and actions taken by the CEO of LLC or offer an alternative solution. You will receive a full response within twenty (20) working days from receipt of the appeal, or an update every twenty (20) working days.

### **Stage Three: Independent Healthcare Sector Complaints Adjudication Service (ISCAS)**

If you are dissatisfied with both the decision/full response from the CEO of LLC at Stage One and the decision of the Registered Manager of LLC at Stage Two, you have the right to refer the matter to the Independent Sector Complaints Adjudication Service (ISCAS). You must write to the ISCAS Secretariat within six (6) months of decision at Stage Two. The Secretariat will provide written acknowledgement of your request for independent adjudication within three (3) working days of receipt of the request and will then raise the complaint with LLC. Complaints can only be accepted for consideration at Stage Three after LLC has confirmed that Stages One and Two have been completed. An Adjudicator will be appointed within thirty (30) days of receipt of the request. You will be kept up to date with progress, at a minimum, every twenty (20) working days, after the appointment of the Adjudicator. ISCAS aims to complete most of its adjudications within three (3) to six (6) months, and to complete 98% of adjudications within one year. You can request an independent adjudication of our decision by writing to [info@iscas.org.uk](mailto:info@iscas.org.uk) or calling on 020 7536 6091. Further information of the ISCAS external review is available at [www.ISCAS.org.uk](http://www.ISCAS.org.uk).

### **Confidentiality**

In order to maintain confidentiality, we cannot enter into any discussion or correspondence with a third party, without the patient's consent. If you wish for us to liaise with a third party, please provide us with your consent in writing.

### **Our Regulator**

In addition to the above, you may at any time contact our regulator, the Care Quality Commission (CQC), at the address here: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA. Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)