

Complaints Policy

Version Control

Date	Version	Stage	Author
15th September 2014	Draft	Creation	Dr S Murdoch, Paul Haycox
18 th December 2014	Final	Comments from SRM and AM	Paul Haycox
20th July 2016	Review	No Amendments	Alison Murdoch
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13 th March 2018	Review	ISCAS number included as already in leaflet	A Murdoch
May 2019	Review	Small amendments and updating of telephone numbers	S. Leach

The aim of this policy is to ensure that all complaints are resolved quickly, simply and that information gained from them is used to improve our services.

This Policy is applicable to all staff employed by St Michael's Clinic (StMC) and who are involved with its services, including clinicians with practicing privileges, bank staff, students and Doctors employed on a sessional basis.

It is for use by all patients treated at this clinic or a representative of the patient, if they have been given permission to act on their behalf.

StMC will treat all complaints seriously and will listen to what our patients and their families have to say. We will provide assistance and information on our complaints process. All complaints will be properly investigated and the complainant will be given options on how to receive their response.

The complaint will not be filed onto the patients notes to prevent them being put at a disadvantage because of the complaint.

Staff will receive training on handling complaints and our complaints procedure will form part of that training. Newly appointed staff will receive training as part of their induction.

There are leaflets available on reception for patients and their families.

StMC's complaints procedure has been written to be simple and clear, involving as few steps as possible.

StMC will comply with Commissioners policies on Complaints and recognises that a complainant can request some commissioners to investigate their complaint directly.

We will also co-operate in any investigation of a multi-sector complaints which we were deemed to be involved with, as per our contractual obligations to commissioners.

Upon receiving a complaint, the complaints procedure will be followed by staff, who will aim to treat complainants sensitively and in a way that takes account of their needs.

We will endeavour to resolve any complaint quickly and simply by listening and talking to our patient, as a first step. The clinic complaints manager is Mr Paul Haycox and if he is absent, Mrs Alison Murdoch or a nominated member of staff will deputise.

We will use language that is easy to understand and will communicate in a way that is appropriate to patients and their circumstances.

Where a patient wishes to use a representative we will require a written confirmation from them they can act on their behalf.

StMC will investigate complaints thoroughly and fairly, basing our decisions on the available facts and evidence and avoiding undue delay. We will act fairly towards staff as well as patients, ensuring that members of staff know that they have been complained about and have an opportunity to respond.

If it becomes necessary to use an independent advocate or investigator, we will use either a member of staff who was not involved in the events leading to the complaint or a person independent of the clinic. The role of this person is to ascertain the facts relating to the complaint, assess the evidence, report their findings and make recommendations if appropriate. The investigator must aim to be impartial and examine the facts and evidence logically. They are not an advocate for the complainant or a spokesperson for StMC.

StMC will:

- Acknowledge a complaint when we receive it and offer to discuss the matter.
- Provide our complaints leaflet, which explains the complaints process and provides contact details for advocacy and advice services.
- Deal efficiently with complaints and investigate them properly and appropriately
- Contact the complainant once the investigation is completed, supply details of the outcome and what appropriate action has been taken, if any.
- Advise the complainant of their right to refer the complaint to The Health Service Ombudsman, if they are an NHS patient, if they are still unhappy.
- Review all complaints at the Clinical Governance Meetings monthly and produce an annual review of all complaints received and what has been done to improve matters as a result.

Good complaints handling is not limited to providing an individual remedy to the complainant. StMC will endeavour to learn from complaints to improve our service and to enhance our patient care.

Private patients may take their complaint to the Independent Health Care Sector Adjudication Service if they are not satisfied with the outcome or our investigation, or at any time they wish. Telephone ISCAS 0207 563 6091

NHS patients can refer their complaint to the Parliamentary & Health Ombudsman if they are not satisfied with the outcome of their complaint. Telephone 0345 0154033