

## Guide to submitting

### Complaints and Concerns to Direct Medicare UK Ltd

People are mostly satisfied with the service they receive and are often reluctant to complain if something gives them cause for concern or dissatisfaction.

However, Direct Medicare UK Ltd welcomes constructive criticism of its services, as the information received is invaluable to improve the quality of the services provided.

#### Who can complain?

Anyone can raise a concern or make a complaint. You can complain about the service or the treatment you have received from Direct Medicare UK Ltd or a complaint can be raised by another person acting on your behalf.

If you are unable to complain yourself, then someone else can complain for you, but only with your agreement.

#### Raising Concerns or making a complaint?

Many concerns can be resolved with Direct Medicare UK Ltd duty staff at the clinic where you are receiving service/scan. This is in everyone's interest, including Direct Medicare UK Ltd's staff to resolve concerns as quickly as possible.

However, if the issue cannot be resolved immediately, or the matter is of a more serious nature, please ask the member of staff dealing with your concerns for further advice. Direct Medicare UK Ltd details below:

**Enquiries Line: 0330 135 8012**

#### What happens when we receive your complaint?

In the first instance, your complaint will be reviewed by our Office Managers / Operational Managers and graded according to the complexity and severity of the issues raised. The complaint will then be reviewed by the complaints committee and the Complaints Manager will co-ordinate the investigation and make initial checks to see whether there are any confidentiality issues to consider and whether the complaint involves more than one organisation. If it does, then we will seek your consent to pass your letter to other organisations involved in order to provide you with a complete response to the issues raised.

Details of your complaint will then be recorded on Direct Medicare UK Ltd's Complaints database for future reference.

**Confidentiality:**

If you are making a complaint on behalf of someone else, Direct Medicare UK Ltd may write to you requesting the authorisation of the person involved to disclose confidential information about him or her to you.

If the patient is unable to provide such consent, because they have died, have a long term illness or disability, then, if you are not registered as their next of kin, we will ask for appropriate authorisation for you to act and receive information on the patient's behalf; i.e. written consent from the Next of Kin, Executor of a will. This is because we are required to do so by law to protect patient confidentiality.

**Will the fact I have made a complaint affect my future healthcare or that of my relative?**

On no account should anyone who has raised a complaint feel discriminated against. If you believe this to be the case then this should be reported to the CEO of Direct Medicare UK Ltd.

**When will I receive a response to my complaint?**

- We will acknowledge your complaint by contacting you within 2 working days of the complaint being received.
- We will endeavour to provide you with a full response, wherever possible, within 20 working days.
- If at any stage during the investigation it is thought that it will take longer than 20 working days to resolve your complaint, we will provide you with a date by which we anticipate we will be able to respond and keep you informed of the progress at regular intervals.

**What If you are still not satisfied with the response?**

If you are dissatisfied with the initial response please contact us. Your concerns will be readdressed and following further investigation a response will be provided. If you still remain dissatisfied, you have the right to request an investigation by the

**Parliamentary & Health Service Ombudsman (PHSO)**

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

### **Independent Complaints Advocacy (ICA)**

At any time, you may wish to seek independent advice from the ICA, ICA supports people through the NHS Complaints procedure.

ICA – Tel: 0300 456 8350

### **Compliments**

It is a great morale booster for our staff when patients, friends, carers or relatives, take the time to write to us in appreciation of the treatment and care they received. Such correspondence is always recorded centrally, acknowledged and passed on to the staff involved.

Name:

Address

Please supply name and address if you require a response. Thank you.

My comments / suggestions are:

### **CONFIDENTIALITY:**

**Letters of complaint or the responses are always kept safe and secure in our central location.**