

Introduction

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

We operate an open and transparent procedure for dealing with complaints.

This leaflet is aimed at explaining how to make a complaint. You can make a complaint in person, letter, email or telephone.



Making a Complaint

If you are unhappy with our facilities or service we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise or take positive action where necessary. If you tell us as soon as the problem arises it can then be sorted out straightaway. In

many cases the person looking after you may be able to solve day to day query otherwise the Operations Manager will be happy to help.

The Operations Manager is responsible for day to day running of the service and is in the best position to investigate any complaint thoroughly and promptly.

Complaints should be addressed to:

**The Operations Manager, Trent Cliffs
Private Healthcare Ltd, Meridian House,
Normanby Road, Scunthorpe, DN15 8QZ**

Email: manager@trentcliffs.co.uk

Alternatively you may ask for an appointment with the Manager in order to discuss your concerns. They will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your concerns.

We may contact you on receipt of your complaint to clarify your concerns, discuss your desired outcomes, how you would like your concern dealing with and during this discussion we will agree a timescale for response. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your concerns, we shall aim to:

- Find out what went wrong.
- Make it possible, if you wish, for you to discuss the problem with those concerned.
- Make sure you receive an apology where this is appropriate.
- Try and resolve the concern to your satisfaction.
- Identify what we can do to make sure that the problem doesn't happen again.
- We aim to respond to complaints within 20 working days however this cannot always occur due to shift pattern, leave etc and how much needs investigating however on our initial response to acknowledge the complaint we will stipulate how long we anticipate this may take.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note duly signed by the person concerned will be needed unless they are incapable (because of physical or mental illness) of providing this but sometimes under the Mental Health Act 2005 we have to ensure that they are not capable on that day of consenting. This can be verbal.

Independent internal review

If you are unhappy with the response from the Operations Manager you can ask for it to be escalated for internal review at Board Level.

An Independent External Review

As a final resort, private patients have the right to take their complaint to independent external adjudication.

This process is run by the Independent Sector Complaints Adjudication Service (email info@iscas.org.uk or telephone 020 7536 6091) who only become involved once you have been through our complaints policy. If we have been unable to resolve your complaint, this process will be fully explained in a letter from the Hospital Director.

You may also wish to share your experience with the **Care Quality Commission (CQC)**.

Although they cannot look into complaints about health care or social care services, they would still like to hear from you if you are not happy about the care you receive.

This is because they can use this information when they are looking at individual services in England to make sure that they are meeting important standards of quality and safety. To contact the Care Quality Commission call 03000 616161, email enquiries@cqc.org.uk or visit the **CQC website**.

Complaints Leaflet

We are happy to receive comments, compliments, concerns and complaints

