

# Complaints Policy and Procedures

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## Introduction

The purpose of this policy is to ensure that all staff and patients within GP2Health understand that patients have a right to have their complaint acknowledged and investigated properly. GP2Health takes complaints seriously and ensures that they are investigated in an unbiased, transparent, non-judgmental and timely manner.

NHS England defines that a concern is something that a service user is worried or nervous about and this can be resolved at the time the concern is raised. A concern may also be called a criticism. A complaint is a statement about something that is perceived to be wrong or that the service user is dissatisfied with which requires a response.

If a service user believes their concern or complaint has NOT been treated with the upmost respect and dealt with professionally and that the outcome is satisfactorily, they will be advised how to escalate their complaint to any of the Integrated Care Board (ICB), NHS England and Parliamentary and Health Service Ombudsman.

## Complaints Information

GP2Health has prominently displayed notices within its premises detailing the complaints process. In addition, information on how to complain is available on the GP2Health website.

Patients can raise a complaint directly by emailing [contact@gp2health.co.uk](mailto:contact@gp2health.co.uk)

## Duty of Candour

The Duty of Candour is a general duty to be open and transparent with people receiving care. At GP2Health we believe it is fundamentally and morally just to be transparent, honest and admit to mistakes when they happen. We understand no organisation is perfect and human errors do occur. Hence why our training and person specification during recruitment looks, none discriminately, for individuals who are personally motivated by the highest personal and professional standards. Both the statutory Duty of Candour and Professional Duty of candour have similar aims, to make sure that those providing care are open and transparent with the people using their services whether something has gone wrong or not.

## Procedure

The complainant, or their representative, can complain about any aspect of care or treatment they have received at this organisation either by email or in person.

1. Acknowledge Receipt: Respond to the complainant within 2 working days, to acknowledge their complaint and inform them of the next steps and timescales.
2. Document the Complaint: Record the details of the complaint thoroughly within Microsoft Word, including the complainant's information, nature of the issue, date, and time. The information will be stored in accordance with GDPR guidance. i.e on an encrypted laptop within a secure folder that is regularly backed up. It will sit hidden within the patients medical record.

3. **Review and Assess:** Review the complaint carefully, consider any clinical or administrative issues raised, and assess if further investigation is required. To maintain impartiality and objectivity, all complaints will be discussed with The Physiotherapy and Sports clinic and Science2Health lead physio and nutritionist respectively. If GP2Health feels that this is not possible because of conflicts GP2Health will seek support from the Independent Doctors Federation (IDF) - <https://www.idf.co.uk/>
4. **Investigate the Complaint:** Collect all the relevant information i.e. timeline of events, patient concerns and patient records and identify any specific incidents that may have led to the complaint. To support the complaints process, [BMA guidance](#) suggests that a meeting should be arranged between the complainant and the complaints lead, this will be offered where appropriate.
5. **Respond to the Complainant:** Within 30 working days, provide a clear, empathetic, and factual response addressing each individual concern raised. Include any findings, explanations, and, if relevant, an apology.
6. **Implement Necessary Actions:** If the complaint highlights areas for improvement, take corrective action. Document changes in practice policies or procedures as needed.
7. **Follow Up and Close:** Confirm with the complainant that they are satisfied with the response and actions taken. Document the outcome and file the complaint for future reference.
8. **Review and Reflect:** At GP2Health we will periodically review complaints to identify trends or areas for improvement, ensuring the practice adheres to best practices and maintains a high standard of care. We also believe that significant learning can be gained from these events.