



BERKSHIRE
MENOPAUSE
CLINIC

Complaints Handling Policy

Berkshire Menopause Clinic

Policy details

Document type: Governance	
Document Version	1.0
Ratified Date:	August 2023
Document Manager	Shilpa McQuillan
Approved Date:	August 2023
Review Date	March 2025

Contents

Policy details..... 1

Introduction 3

Purpose 3

Roles and Responsibilities 3

Who Can Make a Complaint 3

How Can a Complaint be Made?..... 3

Complaints Process 4

Recording Complaints 5

Learning from Complaints..... 6

Complaint Form 6

Introduction

Berkshire Menopause Clinic strive to provide high quality services that are safe and effective, should we not meet this, we are committed to resolving issues or concerns about the service to ensure the patient is satisfied.

We believe that we can learn from all complaints and continually improve the quality of the care and service that we deliver.

This policy outlines the commitment to treat all complaints and concerns about the service provided.

Information about the complaint process is available to all patients so that they can raise any concerns.

The policy applies to complaints made against services or staff at Berkshire Menopause Clinic and those against independent health practitioners with practice and privileging rights at the location.

Purpose

The purpose of the policy is to:

1. Establish a clear process within complaints so that they can be managed and properly investigated in a non-judgemental, appropriate, and timely manner.
2. To enable staff at Berkshire Menopause Clinic to sympathetically manage complaints at a local level.
3. Ensure that patients know how to complain.
4. Ensure that patients feel confident that their complaint will be dealt with seriously, investigated appropriately and findings will be learned from.
5. Compliance with this policy will ensure that patients will meet the standards of the:
 - Regulations of the Healthcare and Social care Act 2008 (regulated activities) Regulations 2014
 - Independent sector code of practice management of patient complaints.

Roles and Responsibilities

The manager is responsible for investigating complaints.

Who Can Make a Complaint?

A complaint can be made by a person who has directly been affected by an omission or action.

A complaint can be made on behalf of a person following them using the service.

How Can a Complaint be Made?

A complaint can be made by:

- By telephone or in person and made verbally. In any case a written record of the complaint that describes the issues requiring investigation must be kept. This must be agreed with the complainant and ideally signed. **Our telephone number is 07510613838**
- In writing either by email or by letter. This should be addressed to the manager. Our email is **info@berkshireremopauseclinic.com**. Our address is **FAO Manager Berkshire Menopause clinic, 3 West Lane Henley-on-Thames RG92DZ**

Complaints Process

There is a two-stage process:

Stage 1 - Local Resolution

Complaints of a non-medical nature will be handled in their entirety by the Clinic Manager.

If the complaint is against the Clinic Manager, then the complaint is to be referred to the Responsible Person for investigation. Where the complaint is against the Responsible Person, then another Clinician of similar standing will investigate.

In the case of a treatment-related complaint, the matter will be discussed with the relevant practitioner/s and may require you to attend an additional consultation with that practitioner or an external independent practitioner. In the case of a clinical complaint advice from the relevant medical defence body may need to be sought. The individual doctors may wish to seek separate advice from their respective medical defence body.

If the complaint is resolved informally then details of the complaint and resolution should be recorded in the complaints register as a Learning Event.

The objective of this is to provide an explanation or a solution to your concerns. Our aim is to provide you with a full written response within 28 working days or where this is not possible, an explanation as to the cause of the delay.

Written Response

If the complainant wishes to receive a written response it should address and include:

- an outline of the complaint/ matter;
- an explanation of how the complaint was considered and acknowledging all points raised by the complainant;
- an explanation of how the complaint has been considered;
- the conclusions reached in relation to the complaint and any remedial action that will be needed;
- confirmation as to whether the practice is satisfied that any action has been taken or will be taken;
- details of any necessary remedial action and any actions taken or will be taking as a result of the complaint.

We aim to provide the following timeline:

- The complaint will be acknowledged within 3 working days of receipt
- The letter acknowledging the complaint will outline the investigation process and explain that we aim to respond within 25 working days. There is no defined timeframe for a response but we are aiming for 25 working days as good practice and to ensure a timely and relevant response.
- If a complaint takes longer to investigate, the complainant will be advised by letter or email that the investigation is taking longer and given an anticipated completion date. If a complaint response goes over 40 days then the complainant should be kept informed and updated every ten days.

The complainant should be informed at the end of the letter how to access the next stage of the complaints process if the complainant remains unsatisfied.

Stage 2 – Independent Review

If the complainant is dissatisfied with the handling of the complaint then they should be advised of the escalation process, including contact with the Independent Sector Complaints Adjudication Service (ISCAS).

Or contact

Contact the Citizens Advice Service

Citizens Advice provides free, confidential and independent advice from over 3,000 locations, including in their bureaux, GP surgeries, hospitals, colleges, prisons and courts. Advice is available face-to-face and by phone.

Seeking assistance from the **Patients Association**

visit: <https://www.patients-association.org.uk/helpline>

Raising the matter with the **Care Quality Commission**.

Call on:

03000 616161

Email us at:

enquiries@cqc.org.uk

Look at our website at:

www.cqc.org.uk

Recording Complaints

The complaint will be kept on file/ database and maintained to include all details of the investigation and outcome by the manager.

Berkshire Menopause Clinic will hold a comprehensive record of any investigations including correspondence such as emails, letters and telephone discussions with time and date stamps where possible.

A record must be kept of:

- each complaint received
- the subject matter of the complaint
- any statements from members of staff written as part of the investigation
- the outcome of each investigation
- any corrective or preventative action taken including actions to improve the services
- any delays to the completion of the investigation and the reason for the delay (for example, the member of staff involved was absent)
- copies of any correspondence or reports sent to the patient

Learning from Complaints

The objective of the complaint's procedure is not to apportion blame but to investigate the complaint with the aim to satisfy the complainant and learn from lessons for improvements in delivering a safe and responsive service.

Recommendations made as a result of the investigation or any findings made by the manager should be addressed accordingly.

Review of complaints

Complaints received by the service are to be reviewed at staff meetings to ensure that learning points are shared.

A review of all complaints will be conducted annually by the Clinic Manager to identify any patterns that are to be reported to the Responsible Person. This will be discussed at a Company staff meeting.

The Clinic Manager will notify the Responsible Person of any concerns about a complaint leading to non-compliance. The Responsible Person will identify ways for the practice to return to compliance.

A report on complaints will be documented on an annual basis and will include:

- number of complaints received
- number of complaints which it was decided were well-founded
- number of complaints which the company has been informed have been referred to the Financial Ombudsman Service
- summarise the subject matter of complaints received
- summarise any matters of general importance arising out of those complaints, or the way in which the complaints were handled
- summarise any matters where action has been or is to be taken to improve services as a consequence of those complaints
- consider whether any actions taken as a consequence of those complaints has been effective

Behaviour

Where complainants may become particularly frustrated that their complaint is not being investigated appropriately or in a timely manner, the company will attempt to seek conciliation and agreement on ground rules for contact and updates whilst the complaint is being investigated. Where this does not resolve matters of behaviour then the company will adopt a zero tolerance approach with regards behaviour in the practice and treatment of staff and other patients. This will be discussed and an approach agreed between the Clinic Manager and Responsible Person where necessary.