



Complaints Policy

James Head
PHARMAHEAD CLINICS

Section A: Internal Complaints Policy

For clinicians, administrative staff, and internal stakeholders

1. Policy Statement

PharmaHead Clinics is committed to fostering a culture of openness, accountability, and continuous improvement. All staff—clinical and non-clinical—have the right to raise concerns or complaints without fear of reprisal. Internal complaints are a vital source of feedback and help identify areas for operational, clinical, or interpersonal improvement.

2. Aims & Objectives

- Promote a safe and respectful working environment.
- Encourage feedback and constructive criticism.
- Ensure complaints are handled fairly, confidentially, and without prejudice.
- Use complaints to inform training, governance, and service development.

3. Scope

This policy applies to:

- Clinical staff (pharmacists, doctors, nurses, dentists).
- Administrative and support staff.
- Contractors and temporary personnel.

4. Raising a Complaint

Staff may raise concerns or complaints via:

- Direct discussion with their line manager or Clinical Director.
- Completion of an internal feedback or incident form.
- Email to: Admin@pharmaheadclinics.co.uk.
- Anonymous submission via internal suggestion box.

5. Informal Resolution

Where possible, concerns should be resolved informally at the point of service. This may include:

- A facilitated conversation between parties.
- Clarification of expectations or responsibilities.
- Coaching or support from a senior clinician or manager.

All informal complaints must be documented and reviewed by the Clinical Director.

6. Formal Complaints

If informal resolution is not appropriate or unsuccessful, a formal complaint may be submitted. These are coordinated by James Head, Clinical Director, or an appointed independent party.

Responsibilities include:

- Investigating the complaint.
- Conducting risk assessments.
- Liaising with involved staff.
- Maintaining the internal complaints register.
- Reporting trends and outcomes to senior leadership.

7. Timeframes

- Acknowledgement within 48 hours.
- Investigation and resolution within 10–35 days.
- Updates provided if unresolved after 20 days.

8. Confidentiality and Records

- All complaints are treated confidentially.
- Records are stored securely in restricted-access folders.
- Staff are informed how their data will be used during the investigation.
- Anonymous complaints are accepted and investigated where feasible.

9. Fairness and Support

- No assumptions are made prior to investigation.
- Staff are encouraged to seek support from professional bodies.
- Findings are addressed through performance review and governance processes.
- The Clinic maintains a “no blame” culture focused on learning and improvement.

10. Reporting and Learning

- Monthly internal reports on complaint trends.
- Anonymised case studies for training and appraisal.
- Discussion at clinical governance and directors’ meetings.
- Annual quality improvement report includes internal complaint data.



Section B: Patient and Service User Complaints Policy

For patients, carers, and external service users

1. Policy Statement

PharmaHead Clinics is committed to providing a high standard of care and ensuring that every patient has a positive experience. In the event of concern or complaint, patients have the right to be listened to, treated with respect, and have their concerns managed professionally.

2. Aims & Objectives

- Deliver a service that meets the needs of our patients.
- Welcome feedback from patients and carers.
- Maintain an effective and fair complaints system.
- Use complaints to improve service quality and patient safety.

3. Promoting Feedback

Patients can share feedback via:

- Website and feedback brochure.
- Posters in reception.
- Verbal discussion with clinicians.
- Email: Admin@pharmaheadclinics.co.uk.
- Written correspondence: PharmaHead Clinics Ltd, 17 Verbena Close, Cardiff, CF3 0NE.

4. Making a Complaint

If you have a concern or wish to make a complaint:

- Please contact us as soon as possible.
- If related to treatment outcome, an appointment will be arranged for assessment.
- If unrelated to treatment, a phone or email discussion may suffice.

5. What You Can Expect

- We will listen to your concerns and document them accurately.
- You will be treated with respect and confidentiality.
- We will explain what happened based on known facts.
- We will propose a solution or management plan.
- You will receive a written summary within 48 hours.
- You may request a copy of your medical record.

6. Formal Complaints

If informal resolution is not possible, your complaint will be escalated to James Head or an independent party. The investigation will include:

- Interviews with involved staff.
- Review of medical records and timelines.
- Analysis of relevant policies and standards.
- Identification of causal factors and preventative strategies.

7. Timeframes

- Acknowledgement within 48 hours.
- Investigation and resolution within 10–35 days.
- Updates provided if unresolved after 20 days.
- Complaints received more than 6 months after the event may not be investigated unless justified.

8. Records and Privacy

- All interactions are documented in the patient record.
- Personal information is kept confidential.
- Access to records is granted only with patient authorisation.
- Complaint files are stored securely.

9. External Resolution

If internal resolution is not possible, patients are signposted to:  **CEDR (Centre for Effective Dispute Resolution)**

PharmaHead Clinics has selected **CEDR** as its approved ADR provider for unresolved complaints. CEDR offers a dedicated **Private Healthcare Mediation Scheme**, providing impartial mediation between patients and providers.

- Website: <https://www.cedr.com/consumer/private-healthcare-mediation/overview/>
- Email: info@cedr.com
- Phone: +44 (0)20 7536 6000

CEDR is certified under the **ADR Regulations 2015** and recognised by the **Care Quality Commission (CQC)**. PharmaHead Clinics will cooperate fully with any mediation process initiated through CEDR.

10. References

- General Pharmaceutical Council (GPhC)
- General Medical Council (GMC)
- Nursing & Midwifery Council (NMC)

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- General Dental Council (GDC)
- Chartered Institute of Trading Standards <https://www.tradingstandards.uk/consumer-help/adr-approved-bodies>