

Title of Policy: Complaints procedure and policy

Name of Company: Surgical skin solutions

Date Effective:	01/10/22
Date Reviewed:	31/03/25
Review Date:	01/10/23
New Review Date:	31/03/26
Version No:	1
Policy Owner / Author:	Anne-Marie Williamson

1. Reason for Policy / Purpose of Policy

State why the policy exists / purpose.

Cite any legal or regulatory aims to meet.

This policy aims to ensure that any complaints are received, acknowledged, investigated, and responded to by the appropriate person within a reasonable time frame.

2. Policy Statement and Aims

State the policy's intent / why it applies

- To promote patient safety
- To ensure all complaints are acknowledged, addressed, and escalated appropriately
- To use complaints to form plans for service improvement if possible

3. Scope

State who is affected by the policy, e.g. staff, clients, contractors.

Patients and staff

4. Definitions

Any relevant definitions, specific to this policy.

Term: HCAT	Definition: Healthcare complaints analysis tool
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5. Procedure

Processes to be used for compliance to policy. How the policy requirements will be met.

- Use of HCAT for any complaints to ensure they are addressed rigorously and in a meaningful manner.
- Complaints policy to be accessible to patients on company website.
- Complaints will be accepted in writing to: 1 The square, Maud, AB43 5YL or on the website: <http://www.facebook.com/Surgicals-skin-solutions-ltd-106488458744356> and can expect an acknowledgement of the complaint will be in writing and within 2 weeks in writing. This will be investigated within 4 weeks and the outcome communicated within 6 weeks. This time frame has been chosen as the company director/clinician may only be on the premises once weekly.

Patients wishing to make a complaint will be sign posted to the healthcare regulator and they will be informed that they can make a complaint to Improvement Scotland at anytime by contacting the following:

Healthcare Improvement Scotland

Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

0131 623 4342

hcis.ihceregulation@nhs.scot

- The company director will review all complaints collectively at six monthly intervals to assess for patterns and identify potential areas for company improvements. Again, six monthly intervals have been selected based on the number of days per week the director/clinician is likely to be in the clinic. Therefore, reviewing at any less than six months would likely yield insufficient data for any quality improvement proposal.
- Any paper copy of a complaint made will be kept within a locked/secure filing cabinet within the clinic.
- Any electronic complaint will be kept within a password encrypted folder on the clinics computer which only the company director/clinician has access to.

6. Responsibilities

State who is responsible for implementing this policy and the associated procedures.

Anne-Marie Williamson

7. Enforcement / Compliance

Describe the potential repercussions for not complying with the policy.

Legal action

Patient safety issues

Patient dissatisfaction

8. Related information

List any related policies, website, forms.

The NHS complaints procedure in Scotland: The MDU
NHS complaints : Citizens advice