



## Complaints Handling Policy

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Dr Yusra Clinic

### Policy details

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## Introduction

Dr Yusra 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 are able to 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 are able to raise any concerns.

The policy applies to complaints made against services or staff at Dr Yusra 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 Dr Yusra 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;
  - a. Regulations of the Healthcare and Social care Act 2008 (regulated activities) Regulations 2014
  - b. 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:

1. 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 complaint and ideally signed.
2. In writing either by email or by letter. This should be addressed to the manager.

## 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.

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 alternative member of the clinic's team. 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 21 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 the matter, acknowledging all points raised by the complainant. The response should include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and any actions taken or will be taking as a result of the complaint.

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, they should have the option to escalate their complaint. This may be to the relevant statutory board, or raising a legal claim where appropriate.

## **Recording Complaints**

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

Dr Yusra 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.

Any actions implemented to improve the service as a consequence of a complaint should be recorded.

## **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.

## **Open Disclosure and Fairness**

Complainants are initially provided with an explanation of what happened, based on the known facts.

At the conclusion of an inquiry or investigation, the complainant and relevant clinicians and staff are provided with all established facts, the causal factors contributing to the incident and any recommendations to improve the service, and the reasons for these decisions.

## Investigation and Resolution

The [complaints manager/clinical director/other] carries out investigations of complaints to identify what happened, the underlying causes of the complaint and preventative strategies.

Information is gathered from:

- Talking to clinicians and staff directly involved;
- Listening to the complainant's views;
- Reviewing medical records and other records; and
- Reviewing relevant policies, standards or Guidelines. Complaints about Individuals  
Where an individual clinician or staff member has been nominated by a complainant, the matter will be investigated by the relevant manager or supervisor, who will:
  - Inform the clinician or staff member of the complaint made against them;
  - Ensure no judgement is made against a clinician or staff member while an investigation is being carried out;
  - Ensure fairness and confidentiality is maintained during the investigation; and
  - Encourage the clinician or staff member to seek advice from their professional association/body, if desired. The clinicians and staff members will be asked to provide a factual report of the incident, identify systems issues that may have contributed to the incident and suggest possible preventive measures. Where the investigation of a complaint results in findings and recommendations about individual clinicians and staff members, the issues are addressed through the service's staff performance and review process.

## Complaints policy

As a clinic, we strive to provide the best possible service for our patients. However, we recognise that sometimes you may feel that we have not met your needs.

If you have any complaint or concern about the service you have received from the doctors or staff working at this clinic, you are entitled to ask for an explanation.

We operate an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

## We promise you we will:

- Listen to your complaint or concern.
- Respond by establishing a clear, appropriate plan of action, and provide you with relevant support and advice.
- Improve the service however we can.

## How to make your complaint

We hope that we can resolve your problem easily and promptly and, where possible, at the time the problem arises and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would request that you to do so as soon as possible, this will enable us to establish what happened more easily.

Please make your complaint in writing to Dr Yusra clinic. If you would like assistance in writing your complaint, please ask a member of staff for our complaints form.

Please be assured that any complaint you make, written or verbal, will be treated in strict confidence and have no effect upon the level of treatment and care that you receive at the practice.

## What happens next?

Your complaint will be acknowledged within two working days of receiving it. This may well be a phone call from Dr Yusra clinic to you to make sure we fully understand your complaint.

We aim to make a full response to you within the next 21 working days. During that time the clinic will conduct an investigation to find out what has happened and whether there is any action that can be taken to put things right. If at the end of those 21 days we are still conducting our investigations, we will notify you of the position and keep you fully informed until our investigations have been concluded.

**As a result of the practice investigation we will:**

- Make sure you receive an apology
- Find out what has happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if this is something you wish
- Keep you informed of our progress
- Identify what we can do to make sure that the problem does not happen again

**Getting further help with your complaint**

We hope that through our practice complaints procedure we can resolve your problem. We believe that this will give us the best chance to put the matter right with you and the opportunity to improve our services for all our patients.

As a clinic, we strive to provide the best possible service for our patients. However, we recognise that sometimes you may feel that we have not met your needs.

In that case, we will sign post you to an independent body to raise a complaint or make a claim where appropriate.

**Complaint Form.**

Ref: \_\_\_\_\_

**When, Where and Your Details**

<b>Further Descriptor For complaint</b>	
<b>Date of complaint:</b>	<b>Reporter Name:</b>
<b>Time of complaint</b>	<b>Reporter Job Title/Role:</b>
<b>Location of complaint</b>	<b>Reporter Tel No:</b>
<b>Date Incident Identified:</b>	<b>Reporter Email:</b>

**What Happened?**

<b>Description of What Happened:</b>
<b>Immediate Action Taken:</b>
<b>Any Further Information:</b>

Details of Any Police Involvement:

**Learning Outcomes:**

What	Lessons	Might	Be	Learned?
<u>ACTION POINT</u>		<u>WHO</u>	<u>BY WHEN</u>	