



Patient

Complaint Pack

Complaints

Introduction

This is the Patient's Guide to making a complaint at Elements Medical. The designated Complaints Officer at Elements Medical is **Emma Cheyne - Reception Manager**.

What is a complaint:

If you feel that you are unhappy with the service received by Elements Medical, whether that be the treatment you received, or the way your appointment was managed it is your right to inform us of this so that we can learn from our mistakes and hopefully rectify the problem professionally. We will investigate the allegations made and address any issues and respond to you with honesty and transparency. We are always looking for ways of improving our service and your feedback is paramount to the business.

A formal complaint is one that you wish to be handled formally, and it is useful to have this in a written format. If you wish to make your complaint verbally, please talk to a member of staff and request a call back with our complaints lead, who will document your concerns before investigating your complaint.

If you would like to raise a query or an informal complaint, please request a call back with our complaints lead Emma.

How to make your complaint

You can make your complaint in several ways

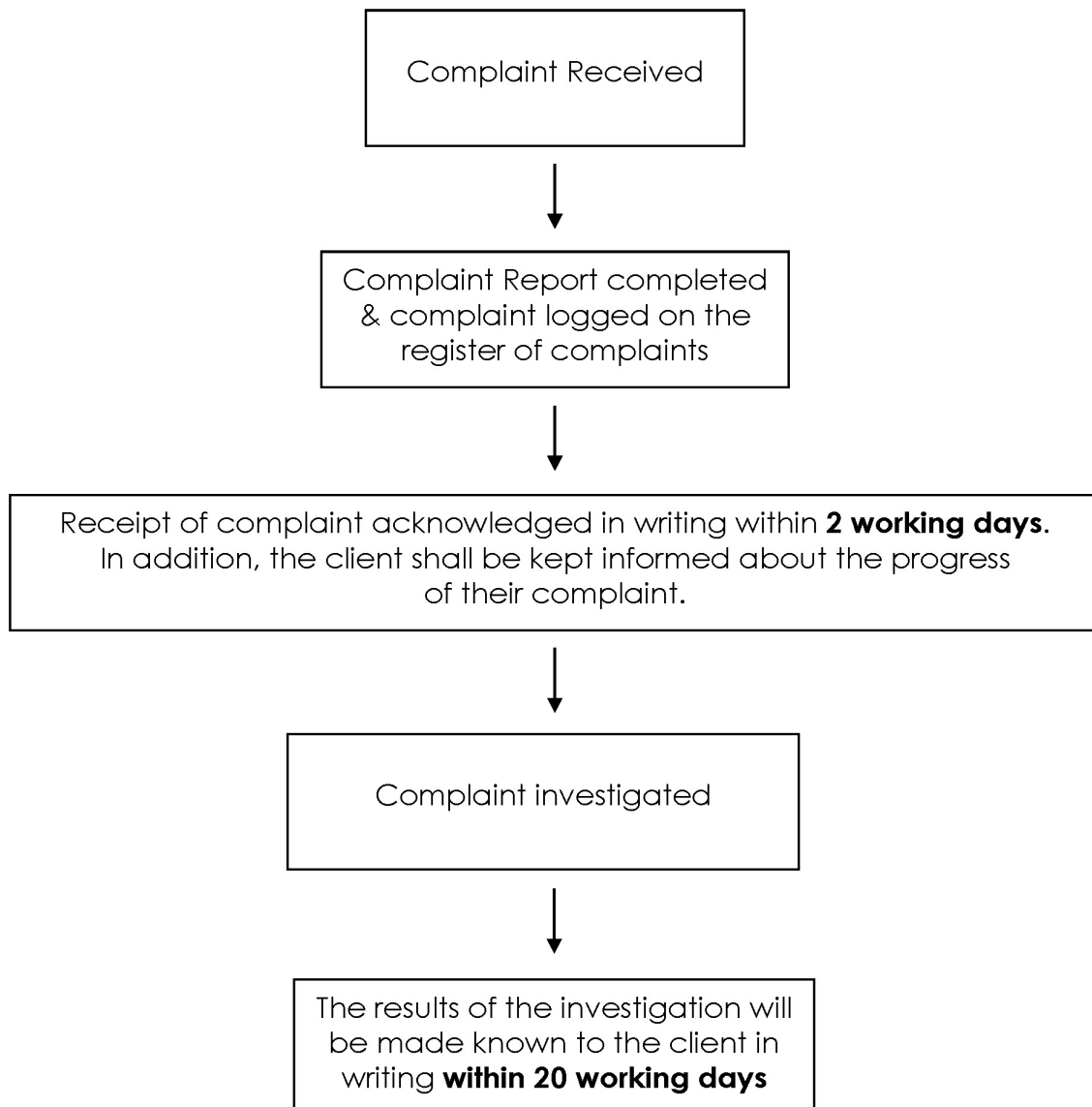
- 1) In person by asking any available member of staff to speak with **Emma Cheyne**
- 2) By telephone – please call 01302 34 34 32 and ask to speak with Emma Cheyne
- 3) By email to emma.cheyne@elements.org.uk
- 4) In writing to

Emma Cheyne (Complaints Officer)
Elements Medical
81 Thorne Road
Doncaster
DN1 2ES



A COMPLAINT IS...

Any expression of dissatisfaction made by one of our clients,
prompted by our failure to meet their expectations.



Complaints Procedure

- 1) If a patient wishes to make a complaint, the complaints officer will be informed.
- 2) You will be supplied with information on how to raise a complaint.
- 3) We ask that the complaints lead contacts you within 2 working days of receiving notification of the complaint.
- 4) The complaint will be recorded.
- 5) The designated complaints officer will record the relevant information on a complaint form (if discussed over the telephone)
- 6) The matter will then be investigated and a report or an acknowledgement will be supplied.
- 7) Depending on the nature of the complaint, the designated complaints officer will endeavor to resolve the complaint to your satisfaction.
- 8) If the complaint involves a clinical matter, the designated complaints officer may, with the patient's agreement, involve the practitioner concerned.
- 9) If your complaints relate to another member of staff, there may be a need for the staff member to be notified of this.
- 10) You will be informed of the outcome in writing - In the case of informal matters the patient may be informed by telephone or however they request to be notified.
- 11) A full response within 20 days; where an investigation is on-going, an acknowledgement within 20 days and a full response within five days of conclusion
- 12) The issues raised by your complaint will be discussed at our full clinic meetings.
- 13) You should be assured that the cause of the complaint will not affect the standard of care and treatment offered to you in any way.

If a Patient is Not Satisfied with the Outcome

- 14) If you are not satisfied with the outcome of your complaint, you have the right to escalate your concerns.
 - a. You can request a review of your complaint by a senior member of the clinic's

management team who was not previously involved in handling the complaint.

- b. This review will aim to provide further clarification or resolution where possible.
- 15) If you remain dissatisfied after the internal review process, you will be provided with information on how to escalate your complaint to an external body, such as the Care Quality Commission (CQC) or the Independent Sector Complaints Adjudication Service (ISCAS).
 - 16) Our team will ensure that you are fully informed of your rights and provided with appropriate contact details for external bodies.
 - 17) We remain committed to continuous improvement and welcome feedback at all stages to ensure we provide the best possible service.