



Elements Medical

Complaints Policy

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# Complaints Policy and Procedure

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## 1. Policy Statement

At Elements Medical Ltd, we are committed to delivering high-quality care and services. However, we acknowledge that, on occasion, patients may feel dissatisfied, and we value complaints as an opportunity to learn, improve, and enhance patient experience.

This policy ensures that all complaints are handled fairly, efficiently, and in line with Care Quality Commission (CQC) regulations.

Complaints Officer: Emma Cheyne

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## 2. Definition of a Complaint

We define a complaint as “any expression of dissatisfaction made by a service user prompted by our failure to meet their expectations”.

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## 3. Aim of the Policy

The aims of this policy are to:

- Provide a structured, accessible system for handling complaints.
  - Ensure complaints are listened to, investigated, and acted upon effectively.
  - Support patients and their representatives in making complaints.
  - Respond to complaints in a timely and appropriate manner.
  - Learn from complaints to improve services and patient care.
  - Ensure compliance with CQC Regulation 16: Receiving and Acting on Complaints.
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## 4. How to Make a Complaint

Patients are encouraged to raise concerns as early as possible.

- A Complaints Notice will be displayed in the lounge for all patients to access.
- A Complaints Pack can be downloaded from our website: <https://elements.org.uk/complaints-procedure/>

Complaints can be made:

- In Person – Speak to a staff member or request to speak with the Complaints Officer.
- By Phone – Contact the clinic and request to speak with the Complaints Officer.
- By Email – to [emma.cheyne@elements.org.uk](mailto:emma.cheyne@elements.org.uk)
- In writing – Send a written complaint to The Complaints Officer, Elements Medical, 81 Thorne Road, Doncaster, DN1 2ES

All complaints will be handled confidentially and without discrimination. Patients requiring support will be assisted by clinic staff.

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## 5. Timescales for Handling and Investigating Complaints

- Acknowledgement: Complaints will be acknowledged within two working days.
  - Investigation: A full response will be provided within 20 working days.
  - Delays: If additional time is needed, the complainant will be informed, and a final response will be issued within five working days of the investigation's conclusion.
  - Resolution: A written response will be provided, and if required, a meeting will be offered to discuss the outcome.
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## 6. Complaints Procedure for Patients

- If a patient wishes to make a complaint, the Complaints Officer will be informed.
- You will be provided with clear information on how to formally raise a complaint.

- The Complaints Officer will contact you within two working days of receiving notification of the complaint.
  - The complaint will be formally recorded.
  - If the complaint is made over the telephone, the Complaints Officer will complete a Complaint Form to ensure accurate documentation.
  - The complaint will then be investigated, and a report or acknowledgement will be supplied.
  - The Complaints Officer will strive to resolve the complaint to your satisfaction where possible.
  - If the complaint involves a clinical matter, the Complaints Officer may, with your consent, involve the relevant practitioner.
  - If the complaint involves another staff member, they may need to be informed and given an opportunity to respond.
  - You will receive a formal written response; for informal complaints, you may request a verbal update.
  - A full response will be provided within 20 working days. If an investigation is ongoing, you will receive an acknowledgement within 20 days and a final response within five days of the conclusion.
  - The issues raised in your complaint will be discussed at our Management Team Meeting (MTM) to facilitate learning and improvement.
  - You can be assured that your complaint will not affect the quality of care and treatment provided to you.
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## **7. Escalation Process**

If a patient is not satisfied with the outcome, they may escalate the complaint to Sandra Green, Clinic Director.

Sandra Green will independently review the complaint and ensure a thorough resolution.

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## **8. If a Patient is Not Satisfied with the Outcome**

- If you are not satisfied with the outcome of your complaint, you have the right to escalate your concerns.
    - You can request a review by a senior management team member who was not previously involved in handling the complaint.
    - This review will aim to provide further clarification or resolution where possible.
  - If you remain dissatisfied after the internal review, you will be provided with details on how to escalate your complaint to an external body, such as:
    - Care Quality Commission (CQC): 03000 616161 | enquiries@cqc.org.uk |
    - Our team will ensure that you are fully informed of your rights and provided with appropriate contact details for external bodies.
    - We remain committed to continuous improvement and welcome feedback at all stages to ensure we provide the best possible service.
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## **9. Complaining on Behalf of Someone Else**

To maintain patient confidentiality, complaints made on behalf of another person will require written consent from the patient.

If the patient is unable to provide consent due to incapacity or illness, the complaint will be assessed on a case-by-case basis.

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## **10. Accessibility of the Complaints Policy**

To ensure accessibility:

- A copy of the Complaints Policy can be viewed and downloaded on Elements Medical website.
  - Staff will provide assistance to patients who need help in making a complaint.
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## **11. Complaints Register**

A Complaints Register will be maintained, recording:

- Date of complaint
- Name of complainant
- Nature of complaint and any staff involved
- Actions taken
- Outcome and resolution
- Date of response

All complaint records will be retained for five years.

A quarterly audit of complaints will be conducted, with findings reviewed at staff meetings to:

- Identify trends and risks.
  - Implement necessary improvements.
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## **12. Lessons Learnt**

Elements Medical Ltd is committed to a learning culture and will:

- Monitor complaints for trends and areas for improvement.
  - Share lessons learnt with all staff.
  - Implement policy changes where required.
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## **A COMPLAINT IS...**

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

