



Elements Medical

Complaints

Complaints Procedure

At Elements Medical, we want every patient to feel listened to and treated with care and respect. If you are unhappy with your treatment or any aspect of our service, please let us know so we can investigate and respond fairly.

Raising a complaint will not affect your access to appropriate care or the respect you receive from our team.

How to make a complaint

You can raise a complaint:

- **In person:** Speak to any member of staff.
- **By telephone:** Call **01302 34 34 32**.
- **By email:** Contact vicki.griffiths@elements.org.uk or info@elements.org.uk.
- **By post:** Write to Vicki Griffiths, Elements Medical, 81 Thorne Road, Doncaster, DN1 2ES.

Vicki Griffiths, Practice Manager and Complaints Lead, coordinates our complaints process and will normally be your main contact.

You do not need to put a verbal complaint in writing for us to consider it. If you need help raising your complaint, or require adjustments to how we communicate with you, please tell us.

Please raise concerns as soon as possible while the details are fresh. We will consider delayed complaints in light of the circumstances and available evidence.

What information to provide

To help us understand your concerns, please provide:

- Your name, contact details and preferred contact method.
- The treatment or service concerned and relevant dates.
- What happened and which concerns you would like us to investigate.
- The outcome you are seeking.

We will still acknowledge your complaint if further information is needed.

Acknowledgement and response times

We will acknowledge your complaint **within two working days of receipt**.

We will confirm the concerns we understand, who will handle your complaint and when you can expect a response.

We will normally provide a written investigation response **within 20 working days of receipt**.

If we need more time, we will contact you **before that deadline**, explain why and give you a specific revised response date. During an extended investigation, we will provide an update **at least every five working days** until our response is issued. If the revised date changes, we will explain this before that date.

Working days are Monday to Friday, excluding bank holidays. Day one is the first working day after the clinic receives your complaint. These times run from receipt by the clinic, including where your complaint needs to be passed internally to the appropriate person.

If missing information affects the investigation or response date, we will explain this promptly.

How we investigate

We will consider each concern you raise and review the relevant evidence. This may include your consultation, consent and treatment records, photographs, correspondence and accounts from the staff involved.

Clinical concerns will receive input from an appropriately qualified practitioner.

We may invite you to a review appointment where this would help us assess your concerns. We will explain its purpose and consider reasonable alternatives if attending is difficult.

Our written response will address your concerns, explain our findings and set out any appropriate apology, remedy, corrective action or improvement. We will also explain any uncertainty or limitations in our findings.

Refund requests are considered individually, and our decision will be explained in the response. Raising a complaint does not guarantee a refund or further treatment. You do not have to accept further treatment for your complaint to be investigated.

If you remain dissatisfied

You can request a further review by explaining which findings or concerns remain unresolved and providing any additional evidence.

We will acknowledge your review request **within two working days** and normally provide a written review response **within 20 working days of receipt**. The same arrangements for explaining delays, providing revised dates and giving updates every five working days apply.

Sandra Green, Clinic Owner, will undertake the review where she was not directly involved in the original investigation or the matters complained about. Where this would create a conflict, we will arrange a suitable impartial reviewer and explain the arrangements to you.

If your complaint concerns Vicki Griffiths, it will be referred to Sandra Green. You can contact the clinic using the details above and ask for your complaint to be directed to Sandra.

The review response will confirm the clinic's final position and provide details of any relevant external route available. You may seek independent advice at any stage. Our complaints procedure does not restrict your statutory rights.

Confidentiality and representation

We handle complaint information securely and share it only where necessary to investigate, respond, obtain appropriate advice or meet relevant obligations.

You may ask someone to support you or act on your behalf. We will normally obtain your permission before sharing confidential information with them. If you cannot provide consent, we will check their authority and consider the circumstances before disclosing information.

Treatment complications and urgent concerns

If your concern involves a treatment complication or possible harm, please contact the clinic promptly. Urgent clinical or safety concerns will be escalated without waiting for the complaint investigation to conclude.

Respectful communication

We understand that making a complaint can be upsetting. Our team will remain professional, and we ask that communication is respectful.

Where threatening or abusive behaviour occurs, we may introduce proportionate communication arrangements, such as a single contact person or written correspondence. We will explain the reason, arrangements and review date. This will not prevent fair consideration of your complaint.

Learning from complaints

We use concerns and complaints to identify improvements in patient safety, communication and the quality of our service.



A COMPLAINT IS...

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

