

**Complaints Policy**

**Policy Statement**

At Hampton Clinic we believe that everyone has the right to expect a positive experience and a good treatment outcome. In the event of concern or complaint, patients have a right to be listened to and to be treated with care and respect. However, there may be times when the service and care that you have received does not meet your expectations.

**Aims & Objectives**

* We aim to provide a service that meets the needs of our patients, and we strive for a

high standard of care.

* We welcome suggestions from patients and from our clinicians and staff about the safety and quality of service, treatment and care we provide.
* We are committed to an effective and fair complaints system.
* We support a culture of openness and willingness to learn from incidents, including complaints.

**Promoting Feedback**

Information is provided about the complaints policy and external complaints bodies that

patients can go to with a complaint, such as Save Face ltd, in a variety of ways, including:

* On our website.
* Through our patient feedback Portal.

**If you have a concern or wish to make a complaint**

Please advise us as soon as possible, an appointment will be made for you to be seen. It may be possible to discuss over the phone, or by email, if your concern is not related to a treatment outcome.

If your concern is related to a treatment outcome, we will need to see you in order to assess and document for the medical record.

Be assured.

* We will Listen to your views on your experience and concerns.
* We will document your views and concerns in the medical record.
* We will treat you with respect, sensitivity and maintain confidentiality.
* All complaints are handled without prejudice or assumptions about how minor or serious.
* The emphasis will be on identifying the problem and how we might resolve the problem.
* We will establish what kind of resolution you expect.
* If possible, your clinician will provide you with an explanation of what has happened, based on the known facts.
* If appropriate, your clinician will provide you with support, advice and/or propose a management plan depending on the assessment and diagnosis of the concern presented.
* You may request a copy of your medical record and report should you wish to seek a second opinion.

The complaints manager coordinates resolution of formal complaints in close liaison with the patient, treating clinician and other staff who are directly involved.

The Clinic Manager carries out the 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.
* Factual written reports provided by staff involved in the incident.
* Listening to the complainant’s views on their experience and concerns.
* Establishing what kind of resolution is expected.
* Reviewing medical records and other records; and creating a coherent timeline of treatment episodes, reviews, and communications.
* Gathering and reviewing any supporting documents and records.
* Reviewing relevant policies, standards, or guidelines.

 **Procedure for Handling Complaints** /**Timeframes**

* Formal complaints are acknowledged in writing or in person within 48 working hours of the complaint being received.
* The acknowledgment provides contact details for the person who is handling the complaint, how the complaint will be dealt with and how long it is expected to take.
* The complainant will receive a written response within 20 working days or a written explanation of why the response is taking longer and when they can expect a response. A full response being made within 5 working days of a conclusion being reached.
* All staff involved in a complaint will be informed of the outcome and any appropriate advice on preventing recurrence.
* On completion of a complaint a full written report will be made including any recommendations and actions by the Manager.
* If you are not satisfied with the conclusion of your complaint, you can refer your complaint to the government authorised Cosmetic Redress Scheme. [www.cosmeticredress.co.uk](http://www.cosmeticredress.co.uk). Tel 0345 362 31213
* Patients retain the option of seeking legal advice relating to a complaint about the service provided by any Healthcare provider.