



Complaints Handling Policy

At Med-Pol Medical Centre we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

1. The persons responsible for dealing with any complaint about the service which we provide are dr Ewa Schaefer and dr Ewa Iwan-Chuchla.
2. If a patient complains by telephone, we will listen to their complaint and offer to refer him or her to dr Ewa Schaefer or dr Ewa Iwan-Chuchla immediately. If dr Ewa Schaefer or dr Ewa Iwan-Chuchla are not available at the time, then the patient will be notified when they are available to talk to and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to dr Ewa Schaefer or dr Ewa Iwan-Chuchla. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If a patient complains in person, we will encourage them to complete the compliment and complaint form (see Appendix 1). The member of staff will provide the patient with a copy as well as passing it on to dr Ewa Schaefer or dr Ewa Iwan-Chuchla.
4. If the patient complains in writing or by email it will be passed on immediately to dr Ewa Schaefer or dr Ewa Iwan-Chuchla.
5. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the professional concerned, unless the patient does not want this to happen.
6. Independent Complaint Investigation & Remediation services are also available from the Medical Support Union MedSu and the patient will be notified about this channel of dealing with their complaint as they make it. We acknowledge that patients may feel

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more comfortable with an independent body handling their complaints, considering the family nature of the practice.

7. We will acknowledge the patient's complaint in writing and enclose a copy of this policy as soon as possible, normally within 3 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
8. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within six months
9. When we have completed our investigation, we will provide the patient with a full written report. The report will 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 whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
10. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint (see Appendix 2).
11. If patients are not satisfied with the result of our procedure, then a complaint may be referred to:
 - The Medical Support Union, Suite 296, 28 Old Brompton Road, London SW7 3SS
Website: www.medsu.org E-mail: contact@medsu.org Free phone: 0800 689 9434
 - General Medical Council, Fitness to Practise Directorate, 3 Hardman Street, Manchester, M3 3AW Website: www.gmc-uk.org Phone: 0161 923 6602
 - Care Quality Commission, CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Website: www.cqc.org.uk E-mail: enquiries@cqc.org Phone: 03000 616161

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