

Complaints Policy

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Name & Role of Responsible Person	Dr George Jacob P Medical Director
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Target Audience	Internal

Jacobs Clinic views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the service user that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Jacobs Clinic knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.
- To act with a duty of candour, that is be open about any errors, mistakes or omissions made and to express regret and be appropriately apologetic to the complainant.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Jacobs Clinic.

Where Complaints Come From

Complaints may come from service users, their family or friends. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the registered manager – Dr George Jacob Puthur Puthenpurayil.

Review

This policy is reviewed regularly and updated as required.

Publicised Contact Details for Complaints:

Written complaints may be sent to Jacobs Clinic, Firsway Health Centre, 121 Firs Way, Sale M33 4BR or by e-mail at: contact@jacobsclinic.co.uk

Verbal complaints may be made by phone to 07498211120

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to Jacobs Clinic.
- Tell the complainant that we have a complaints procedure.

- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Dr George Jacob Puthur Puthenpurayil who is the Registered Manager, within twenty four hours.

On receiving the complaint, the Registered Manager will record it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

Complaints should be acknowledged by the person handling the complaint **within seven days**. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply **within four weeks**. If this is not possible, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe:

1. The action taken to investigate the complaint.
2. The conclusions from the investigation.
3. Any action taken as a result of the complaint.

Where a fault or error has occurred a full and frank apology should be offered to the complainant as is expected when maintaining a duty of candour.

If the complainant feels that the problem has not been satisfactorily resolved, they can then be directed to the external regulators.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Registered Manager decides it is appropriate to seek external assistance with resolution.

If the complaint relates to the Registered Manager's behaviour, conduct, clinical or professional performance, and the complainant is not satisfied with any explanation(s) provided then the complainant should be directed to the General Medical Council (GMC), to report their complaint and they will investigate.

Details for contacting the GMC will be provided on request.

If the complaint relates to matters that are deemed to be of legal transgression or criminal acts then the complainant should report the matter to the local police.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.