

Sussex Medical Chambers

Guide to making a Complaint

The designated Complaints Officer is Jane Blair

This folder contains all the information and forms that you will need to make a formal complaint.

A formal complaint is one that you wish to be handled officially.

Complaints that can be resolved informally by talking with a staff member, or the Clinic Manager may not need to be entered into the complaints process.

This information should tell you whether you need to make a formal complaint.

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Please ask to speak to the Complaints Officer if you are in any doubt.

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Prepared by: JB/HT/JB

Sussex Medical Chambers

Formal Complaints Policy

If you make a complaint, you will have access to an effective Complaints process. This complaints process has been devised to fulfil the requirements of the Care Standards Act.

There is a written policy and procedures for all aspects of service, care and treatment including the stages and timescale for the process.

If you complain, you will receive a written acknowledgment within 2 working days of receipt of the complaint and a full response within 20 working days.

Where the investigation is still in progress, a letter explaining the reason for the delay will be sent within 5 working days of a conclusion being made.

The procedure includes a written confirmation of the stages and action taken.

The complaints procedure is known to the staff and the staff are trained to know:

- What constitutes a complaint.
- What the procedures are for dealing with complaints.

Those staff involved in the procedural elements are properly trained in its operation.

A register of complaints, including any action taken, is maintained.

A procedure is in place to enable issues raised in complaint to be learned from in order to improve our service:

Complaints are raised at weekly clinical meetings and the issues discussed.

The complaint, when the procedure is concluded, is brought to the attention of the weekly clinical meeting.

The complaints register is raised at 6 monthly meetings to enable issues to be discussed.

Any upheld complaint concerning individual members of staff will be recorded and appropriate action taken through our formal disciplinary procedures.

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Complaints Access

If you complain, you will receive appropriate information about how to make a complaint.

The complaints procedure will be accessible to you, family members if appropriate or your advisor with the correct permissions.

When requested, you will be supported in the use of the procedures. A complaint will not affect the way in which you is treated at Sussex Medical Chambers; regardless of the outcome. A complaint is an indication that something is wrong and we will always deal with the matter professionally and properly.

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Complaints Procedure

What you should do – what we will do

The designated Complaints Officer is Jane Blair

1. If you wish to lodge a complaint, the complaints officer will be informed and will deal with the matter. If the complaint is made in person, you will be taken into a private area and time given to hear the comment or complaint in full. If the complainant is not the client, written consent must be provided by the client on whose behalf the complaint is being lodged.

If the complaint is made in writing or by phone, the complaint will be recorded as such and the client invited to lodge an official complaint, laying out in detail the circumstances of the complaint. This will allow us to deal with the complaint in a recorded and structured manner.
2. The designated complaints officer will record the relevant information on a complaint form. The matter will be fully investigated and a report or an acknowledgement will be supplied within two working days.
3. Depending on the nature of the complaint, the designated complaints officer will endeavour to resolve the complaint to your satisfaction.
4. If the complaint involves a clinical matter, the designated officer may, with the patient's agreement, involve the practitioner concerned.
5. You will be informed of the outcome in writing. In the case of minor matters the client may be informed by telephone.
6. Should you remain dissatisfied, you will be given information to allow further avenues of complaint. Clinical matters may be referred to the General Medical Council, all other matters to the local registration officer at:

The Healthcare Commission	London Finsbury Tower 103-105 Bunhill Row London EC1Y 8TG 0207 448 9200
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7. National time limits for complaints will be taken into account.
 - A written acknowledgment within 2 working days (unless a full reply can be completed within 5 working days)
 - A full response within 20 days; where an investigation is on-going, an acknowledgement within 20 days and a full response within 5 days of conclusion
8. Issues raised by your complaint will be discussed at our weekly clinical meeting.
9. You will be supported in your access to this procedure.

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10. You should be assured that the fact of the complaint will not affect the standard of care and treatment offered to you in any way.

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