

Complaints Policy

Court House Clinics has established processes for dealing with complaints in accordance with timelines set out primarily in the National Minimum Standards (NMS) in England and Wales and these are supported by the Private and Voluntary Healthcare (England) Regulations 2011 (PVH Regulations)

Our aim is to give our Patients the highest possible standard of service and we try to deal with all complaints as quickly as possible. A copy of the complaints policy is available in the Client Guide in the reception area of all clinics or on the website www.courthouseclinics.com

We ask that in the event of any complaint that you speak or write to your local registered Clinic Manager, who will act on your complaint accordingly. Our complaints policy is designed to make sure that we settle any complaints as quickly as possible. Courthouse Clinics have 2 progressive stages for the handling of complaints.

Stage 1a_ **Local Resolution**

The Clinic Manager has direct responsibility for dealing with complaints in the local clinic. The Clinic Manager will acknowledge all complaints within 2 working days of receipt of the complaint (unless they send a full reply within 5 working days) and aim to have looked into the complaint within 20 working days of receipt of the complaint. Where the Clinic Manager is still investigating the complaint the complainant will be sent a letter explaining the reason for the delay and you should receive a full response within 5 days of the Clinic Manager reaching a conclusion.

When we look into a complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Make sure the complainant receives an apology where appropriate
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Complaining on behalf of someone else

If the complaint is received on behalf of someone else, the rules of patient confidentiality will be kept.

A letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this to allow the complaint to be investigated

Complaints process

1. You are asked that in the event of any complaint, to speak or write to the registered Clinic Manager who will make a record of your complaint.
2. Your complaint will then be investigated by the local registered Clinic Manager accordingly.
3. The complaint investigation will include staff interviews, patient discussion, review of patient records and all communications and any meetings as appropriate.
4. Records of complaint will be kept for at least 10 years as part of the clinic record retention policy
5. In the case of a written complaint you will receive a written letter in reply to your complaint within 2 working days to indicate that the appropriate action has been taken.
6. Resolution of the complaint will be within 20 days, if this is not achieved, a letter of explanation will be issued

Stage 1b

Internal Appeal

If the patient is unhappy with the response to their complaint and wishes to request an internal appeal this should be done within 20 working days of the date of the final written response. The request should be made in writing to The Operations Director. The Operations Director will consider the complaint and undertake a review of the correspondence and the handling of the issue at local clinic level. The Operations Director will then either confirm the decisions and actions of the Clinic Manager or offer an alternative resolution.

Operations Director
Courthouse Clinics
The Pavilion
Basildon
Essex
SS13 1QB

Stage 2

External Appeal

If you remain dissatisfied with the outcome of your complaint please write to Treatments You can Trust (TYCT) requesting 'stage 2 complaint procedure' at

Keswick House
8 Langstone Avenue
Havant
PO9 1RU
Website : treatmentsyoucantrust.org.uk

Care Quality Commission

The Care Quality Commission does not provide a complaints arbitration or resolution service but will use the information provided in their regulatory work with the provider www.CQC.org.uk

