

Complaint Resolution Procedure

If you are unhappy with the facilities or services you have received from this practice or from the doctor, we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with Dr Horsewood-Lee in the first instance.

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure which meets with the requirements set out by the Independent Doctors Federation (IDF) for its members and also the Independent Sector Complaints Adjudication Service (ISCAS).

The Complaint Resolution Procedure has three stages and reflects the principles of the ISCAS Code of Practice:

Stage 1 Local resolution within the individual practice

Stage 2 IDF Complaint Resolution Procedure to review the complaint

Stage 3 Independent Adjudication from ISCAS

Stage 1

To start the formal Complaint Resolution Procedure you should write to:

Dr Susan Horsewood-Lee
34 Oakley Street,
Chelsea
London
SW3 5NT

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

Complaints should normally be made as soon as possible at stage 1, and within 6 months of the date of the event complained about, or within 6 months of the matter coming to the attention of the complainant. The time limit may be extended by the Independent Health Practitioner where the complainant has good reason for not making a complaint in the time limit (for example, where a complainant has been grieving), and there is a realistic opportunity of conducting a fair and effective investigation into the issues raised.

The practice will send you an acknowledgement of your letter within three working days of receipt of the complaint (unless you can be provided with a full response within five days).

A full response to your complaint will be made within twenty days of receipt of the complaint. If the investigation is still in progress after twenty days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

If you remain dissatisfied following the final stage 1 response, then you can request a review of your complaint, known as Stage 2 by writing to:

Complaint Manager
The Independent Doctors Federation
Lettsom House
11 Chandos Street
Marylebone
London
W1G 9EB

Please note that stages 2 and 3 fall within the ISCAS Code of Practice for Complaints Management. A copy of this can be obtained from the IDF or from ISCAS.

Attention is drawn to the sections which clearly explain what the Code does and does not cover. You should understand that if the complaint is not covered by the ISCAS code then stages 2 and 3 will not be available.

Stage 2

The IDF Complaint Resolution Procedure will consider your complaint and will undertake a review of the documentation, any correspondence and the handling of the complaint at Stage 1. The IDF Complaint Manager will write to you according to the IDF procedures and in any event within twenty days to either confirm the outcome at stage 1 or to offer an alternative resolution.

At this time the IDF will advise you of your right to take the matter further to Independent Adjudication known as ISCAS and stage 3 in these procedures.

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the IDF Complaint Resolution Procedure, unless required to do so by law.

Stage 3

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted.

A complainant should then request the Adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service (ISCAS)
Care of CEDR - Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London EC4Y 1EU

Tel: 020 7536 6091
Email: info@iscas.org.uk

This written request for adjudication must be made within 6 months of the final determination by the IDF at Stage 2. The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from the IDF that Stage 2 has been completed.

The ISCAS Secretariat will notify the IDF of a request for Stage 3 made directly within ten days. The Secretariat will then be the main contact for the complainant once Adjudication is started. A complainant accessing this service will be asked to consent to release of records from the doctor and the IDF relevant to the complaint and a report will be made to the complainant, the doctor concerned and the IDF.

Additional information for patients about ISCAS can be found at:

<http://www.iscas.org.uk/patients-complaints-process>

The Care Quality Commission

Some healthcare services are required to be registered by the Care Quality Commission (CQC) which regulates Health and Adult Social Care Services. The CQC does not investigate complaints but considers relevant information about practices providing regulated activities within the terms of the legislation. They can be contacted at:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

IDF – www.idf.uk.net ISCAS- www.iscas.org.uk CQC - www.cqc.org.uk

Unacceptable behaviour by complainants

At each stage of the complaints procedure it might be deemed that a patient's behaviour is unacceptable. We have a policy in place to handle unacceptable behaviour of complainants.