

Complaints Procedure

Document Control

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We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact Domingos Santos our Complaints' Manager:

- By telephone on 07424019300
- By email at admin@ovalgpsurgery.co.uk
- Online: <https://forms.office.com/e/5r4V75PVE6>
- By letter to 2 Clapham Road, Oval, London SW90JG to attention of Practice Manager
- In person.

STAGE 1

Complaints of a minor nature should be raised immediately with either the doctor or the Practice Manager with the aim of resolving the problem directly. It is anticipated that the vast majority of complaints will be resolved in this way.

Nonetheless, complaints must be documented.

If you are still not satisfied with the response to your complaint, you should use stage 2 of the procedure outlined below.

STAGE 2

The Clinic appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

Where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write to the Complaints' Manager. Your complaint must be specific and comprehensively documented. You should present full details, including your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution. Finally, you should state what reasonable steps you believe should be taken to resolve the complaint.

You should expect to receive an acknowledgement from the Complaints' Manager of your written complaint within 3 working days, together with a copy of this procedure. It is our aim that most complaints under Stage 2 should be resolved within 20 days. You will be informed if there is likely to be any delay in the process.

As part of the process of attempting to establish the facts of the complaint the Complaints' Manager may hold separate meetings with any persons who were involved with the circumstances giving rise to your complaint, and may also wish to meet with you and any material witnesses. A written record of meetings will be made by the Complaints' Manager.

The Complaints' Manager will notify you in writing of the result of your complaint and the reasons for the decision.

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Should your complaint relate to the Complaints' Manager to whom it would normally be referred under stage 2, it should instead be submitted to OVAL MEDICAL CENTRE CEO [JASWINDER DHARIWAL] who will arrange for it to be heard by an alternative not previously involved in the case.

STAGE 3

If your complaint was about your treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

- **Independent Sector Complaints Adjudication Service (ISCAS)** - Patient Complaints Adjudication Service for Independent Healthcare

info@iscas.org.uk

020 7536 6091

Results

Do remember that complaints will not always produce the outcome preferred by a complainant. For instance, policy decisions or resourcing beyond the Clinics' control may affect the level of service provided. However, whatever the decision, we undertake to inform you of the result of a complaint and the reasons for it.

Anonymity

In general, those about whom complaints are made have a right to know what is being claimed and who is making a complaint.

Where a complaint is made in writing, a copy will normally be supplied to the people who are the subject of the grievance.

You will not be discriminated against or suffer recrimination as a result of making a complaint.

Confidentiality

It is the Clinics' expectation that the confidentiality of the documentation generated by a complaint will be respected by all parties.