

Complaints Policy

Commitment to Excellent Patient Care Statement

'East and Badia Ltd is committed to ensuring we provide high standards of patient care by maintaining professional excellence'. We welcome any feedback or complaints and see this as an opportunity to improve our service to our patients, partners and suppliers.

How East and Badia Ltd will deal with any complaints that may arise:

Patient satisfaction is of paramount importance to East and Badia Ltd and this procedure is designed to ensure any concerns or complaints are dealt with quickly and effectively. It is applicable to all services and treatments offered.

We believe that if a patient wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by patients are taken seriously.

This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of our disciplinary policy.

Any information regarding a complaint received – whether in person, by email, through an online review or by telephone – will be forwarded to the Practice Manager and overseen by Lydia Badia, director of East and Badia Ltd. This serves two purposes; firstly, the practice manager and Lydia will be fully conversant with all the services being carried out and would be able to understand the nature of the complaint. Secondly it acknowledges to the patient that the complaint is being taken seriously and that they are considered important.

If a complaint is received, the patient's name, address and telephone number will be taken. The nature of the complaint and the date (if applicable) will also be noted.

The patient will be treated with patience and respect and reassured that the matter will be dealt with quickly and that he or she will be contacted within five working days.

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Depending on the nature of the complaint, the second Director – Charles East will contact the patient to ensure an appropriate approach is taken.

The Goals Of East and Badia Ltd Are To Ensure That:

- All patients, suppliers, and staff are aware of how to complain and that we provide easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the complaints procedure
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 14 days
- All complaints are responded to in writing by email
- Complaints are dealt with promptly, fairly and sensitively with due regard to any inconvenience, upset and worry that they can cause

All members of East and Badia Ltd, when faced with a complaint from a patient, will remain calm, courteous and professional at all times. We will listen to the patient's problem, establish an unbiased understanding of the nature of the complaint and ensure that it is dealt with quickly and appropriately. The resolution will be put in writing (by email) to the individual.

East and Badia Ltd has a culture of continuous improvement and an ongoing commitment to ensure that we are doing everything possible to provide the best care.

East and Badia Ltd believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation.

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How We Handle Your Complaint:

Objectivity:

- We treat every complaint on its merits, regardless of who has made the complaint.
- We act honestly and treat all complainants fairly and with respect.

Confidentiality: We recognise that your personal data is important to you, and we are committed to holding it safely, and using it appropriately. We maintain complaint records electronically. Where personally identifiable information is recorded it is used for the purpose of investigating and resolving the complaint, or for dealing with the wider process in which the complaint was raised. It is stored and processed by East and Badia Ltd in accordance with GDPR and the Data Protection Act 1998.

Acknowledgement: We will acknowledge receipt of your complaint as soon as possible although this may take up to five working days.

Initial assessment: We will assess your complaint to make sure we send it to the most appropriate person to respond. We'll record it and give it a unique complaint number, so that we can track the progress of your complaint.

Stage 1- Complaint investigation: Once your complaint is with the appropriate person, we will investigate it with help from the relevant team member. At this stage we will also identify and record any improvement opportunities and share these with our colleagues.

Resolution: When the investigation is over, we will send a response by email unless you've requested another format. We aim to do this within ten working days of the date we acknowledged your complaint. If a delay is likely we will let you know as soon as possible.

Stage 2 – Further response: Should you not be satisfied with our response at Stage 1, your complaint will be referred for further investigation and response.

Stage 3 – Final response: At this stage your complaint may be referred to an independent colleague for an impartial view.

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Resolution: Once your complaint has been considered, you will receive a response by email unless you've requested another format. We aim to do this within ten working days from the date we received notification that you are not satisfied with the Stage 1 response. If a delay is likely we will let you know as soon as possible.

You will be kept fully informed of the action that is taken. The actions are:-

- Take no action as you, the patient, only required further reassurance
- We will suggest remedial action and book a follow up telephone appointment within 10 working days
- We will arrange to see you at a face to face consultation for assessment and action
- We will follow up by telephone to offer further reassurance and check on your progress
- We will review the situation as often as required to ensure a satisfactory outcome for you
- Upon completion of some or all of the above, if we decide that no further action is necessary, unless you raise any new information, we will consider your complaint closed.

If we are unable to resolve your complaint to your satisfaction, you should then find out about the possible next steps you could take in order for your complaint to be reviewed or escalated. To find out more about your rights or for help and advice about what to do next we would suggest you contact one of the following:

- Citizen's Advice Bureau: www.citizensadvice.org.uk

We very much hope that you are able to reach a satisfactory resolution with East and Badia Ltd and that the information that we have provided has helped you with your complaint.

Review date September 2023