



Review Sheet

 Last Reviewed 25 Oct 2023	 Last Amended 25 Oct 2023	 Next Planned Review in 12 months, or sooner as required.
Business impact	 Minimal action required circulate information amongst relevant parties.	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This policy provides guidance and useful templates to use in the event of a complaint being made. It also provides information on what to do if you are unable to resolve a complaint in practice. The policy has been updated with very minor wording changes throughout. References and further reading have been checked and updated to ensure they remain current.	
Relevant legislation:	<ul style="list-style-type: none"> <li>• Compensations Act 2006</li> <li>• Equality Act 2010</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li> <li>• Human Rights Act 1998</li> <li>• The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009</li> <li>• Medical Act 1983</li> <li>• Mental Capacity Act 2005</li> <li>• Data Protection Act 2018</li> <li>• UK GDPR</li> </ul>	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: CQC, (2022), <i>Complain about a service or provider</i>. [Online] Available from: <a href="https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider">https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider</a> [Accessed: 14/7/2023]</li> <li>• Author: Independent Sector Complaints Adjudication Service (ISCAS), (2022), <i>Complaints process</i>. [Online] Available from: <a href="https://iscas.cedr.com/patients/complaints-process/">https://iscas.cedr.com/patients/complaints-process/</a> [Accessed: 14/7/2023]</li> <li>• Author: CQC, (2022), <i>GP mythbuster 35: Fundamental standards of care</i>. [Online] Available from: <a href="https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-35-fundamental-standards-care">https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-35-fundamental-standards-care</a> [Accessed: 14/7/2023]</li> <li>• Author: Parliamentary and Health Service Ombudsman, (2021), <i>What to do before you come to us</i>. [Online] Available from: <a href="https://www.ombudsman.org.uk/making-complaint/before-you-come-to-us">https://www.ombudsman.org.uk/making-complaint/before-you-come-to-us</a> [Accessed: 14/7/2023]</li> <li>• Author: NHS England, (2021), <i>NHS England Complaints Policy</i>. [Online] Available from: <a href="https://www.england.nhs.uk/publication/nhs-england-complaints-policy/">https://www.england.nhs.uk/publication/nhs-england-complaints-policy/</a> [Accessed: 14/7/2023]</li> <li>• Author: NHS England, (2022), <i>How to complain to the NHS</i>. [Online] Available from: <a href="https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/">https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/</a> [Accessed: 14/7/2023]</li> <li>• Author: PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN (PHSO), (2021), <i>How we deal with complaints</i>. [Online] Available from: <a href="https://www.ombudsman.org.uk/making-complaint/how-we-deal-complaints">https://www.ombudsman.org.uk/making-complaint/how-we-deal-complaints</a> [Accessed: 14/7/2023]</li> </ul>	
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>	





## Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



## 1. Purpose

- 1.1 To ensure that 360 Med Ltd has a system in place to effectively manage complaints, suggestions and compliments.
- 1.2 To ensure that 360 Med Ltd complies with any legal requirements, regulations, guidelines and best practice.
- 1.3 To ensure that all complaints, compliments and suggestions are dealt with in accordance with legislative, occupational, regulatory requirements in a professional manner and within required timescales.
- 1.4 To have systems in place to continuously monitor and evaluate themes in relation to complaints, compliments and suggestions to use in the development and improvement of services provided to the general public.
- 1.5 To support 360 Med Ltd in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
CARING	HC1: How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	QSC1: Kindness, compassion and dignity QSC4: Responding to people's immediate needs QSC5: Workforce wellbeing and enablement
CARING	HC2: How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support as far as possible?	QSC2: Treating people as individuals QSC3: Independence, choice and control
RESPONSIVE	HR4: How are people's concerns and complaints listened and responded to and used to improve the quality of care?	QSR3: Providing information QSR5: Equity in access QSR6: Equity in experiences and outcomes
SAFE	HS3: Do staff have all the information they need to deliver safe care and treatment to people	QSS1: Learning culture QSS6: Safe and effective staffing QSS7: Infection prevention and control
WELL-LED	HW8: Are there robust systems and processes for learning, continuous improvement and innovation?	QSW6: Partnerships and communities QSW7: Learning, improvement and innovation



**1.6** To meet the legal requirements of the regulated activities that {360 Med Ltd} is registered to provide:

- Compensations Act 2006
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Medical Act 1983
- Mental Capacity Act 2005
- Data Protection Act 2018
- UK GDPR



## 2. Scope

**2.1** The following roles may be affected by this policy:

- All staff

**2.2** The following Patients may be affected by this policy:

- All Patients

**2.3** The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority



## 3. Objectives

**3.1** To improve the quality of the Patient's experience.

**3.2** To ensure that all complaints and suggestions are promptly addressed, resolved and shared within the agreed timescales to ensure that lessons are learnt and that the learning improves the service quality and delivery.

**3.3** To ensure that all staff are trained and supported in the facilitation of complaints procedures and are fully compliant with their own professional, obligatory requirements within their scope of practice.

**3.4** To implement an honest and open culture within 360 Med Ltd whilst actively seeking and acting upon Patient feedback.



## 4. Policy

### 4.1 Complaints

360 Med Ltd:

- Understands the importance of dealing effectively with complaints in a timely manner, as well as acknowledging and acting on feedback received
- Recognises that failure to deal with a complaint is a serious matter
- Will acknowledge a complaint and offer a discussion about the handling of the complaint
- Will keep the complainant informed if a response is delayed
- Considers the quality of care provided by putting themselves in the place of the complainant and assessing their expectations for the service
- Reviews services and how they are delivered in relation to complaints and feedback received
- Makes changes where necessary or appropriate to improve services and the Patient experience
- Monitors outputs from changes and developments as part of a continuous cycle of improvement
- Keeps accurate records and documentation for all complaints and feedback
- Provides access to Patients for information about how to make a complaint, the complaints process and timescales in appropriate or specific requested accessible formats
- Understands statutory obligations in respect of the Duty of Candour and will follow the agreed policy and procedure

**4.2** 360 Med Ltd will ensure that the complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of:

- Age
- Being or becoming a transsexual/transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion.

**4.3** 360 Med Ltd understands that it can be difficult to separate a complaint from a concern. Therefore, 360 Med Ltd will follow this policy when any dissatisfaction arises with the service.

**4.4** 360 Med Ltd will protect the Patient's right to confidentiality. 360 Med Ltd will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Patients who experience difficulties with communication or whose first language is not English.

Staff will undertake training on how to manage complaints in line with their roles and responsibilities.

**4.5** Dr. Shakil Alam will keep a full record of all complaints received, regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution.

### 4.6 Roles and Responsibilities

#### All Staff

It is acknowledged that all staff working within 360 Med Ltd could be presented with a Patient wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this staff will:

- Be trained on induction and as a routine measure to ensure that knowledge is embedded and refreshed around the complaints procedure
- Have access to the complaints procedure



- Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
- Appreciate that any feedback from Patients or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction
- Be clearly advised that, when presented with a complaint, swift escalation to management is necessary, and purposefully withholding or concealing concerns expressed by Patients or their representatives could lead to disciplinary action

#### **Management Team at 360 Med Ltd**

- Dr. Shakil Alam is responsible for ensuring compliance with this policy, for regulations, for improvement planning and having arrangements in place to provide relevant reports and information regarding complaints
- Dr. Shakil Alam is the main point of contact for the receipt, investigation and management of complaints within 360 Med Ltd. However, this could be delegated to a senior member of staff within 360 Med Ltd who has the experience, knowledge and competence to investigate and manage complaints
- 360 Med Ltd will ensure that the procedure for raising a complaint is accessible

#### **4.7 Seeking Views and Engaging with Patients**

360 Med Ltd will seek out opportunities to obtain feedback from Patients and stakeholders. 360 Med Ltd will act with sensitivity, integrity and professionalism by treating individuals who do raise a suggestion with compassion, courtesy and respect.

Consent for feedback and opinions will be required for all feedback requested from individuals. It is an individual's right to not participate with workplace ongoing feedback requests. Permission will be sought, alongside full explanations of the aim of feedback requests to ensure that understanding is clear.

#### **4.8 Safeguarding Concerns**

Where a complaint or concern is raised that relates to a Patient being harmed or likely to be harmed, 360 Med Ltd will follow the Safeguarding Adults Policy and Procedure at 360 Med Ltd in addition to the complaints procedures, seeking advice and guidance from the Haringey Council Safeguarding Team and raising a safeguarding notification where required. 360 Med Ltd may also notify any other authorities in line with its statutory duty as necessary, including the Police.



## 5. Procedure

### 5.1 Raising a Complaint

A complaint can be received either verbally or in writing and can be made by:

- Patients
- Someone acting on behalf of a Patient with their written consent, for example, a relative, advocate or Member of Parliament
- Someone acting on behalf of a Patient who is unable to represent their own interests provided this does not conflict with the Patient's right to confidentiality or a previously expressed wish of the Patient

360 Med Ltd should ensure that Patients are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

### 5.2 Receiving a Complaint

Before beginning an investigation, Dr. Shakil Alam will assess the seriousness of the complaint. If a complainant does not wish to pursue an issue, Dr. Shakil Alam will investigate the issue to identify what led to the complaint so that 360 Med Ltd can use complaints as part of the learning and improvement cycle to assist in service improvement.

The complainant may be invited to meet with Dr. Shakil Alam to discuss the complaint. This may be done face to face, online, or over the telephone if appropriate. It is important to establish, at the earliest opportunity, what outcome the complainant expects, and to let the complainant know whether this is a realistic and possible expectation.

When a complaint is made on behalf of a child, Dr. Shakil Alam must be satisfied that there are reasonable grounds for the complaint being made by the complainant, rather than the child. Dr. Shakil Alam must also be satisfied that the complaint is being made in the best interests of the child. If Dr. Shakil Alam is not satisfied that this is the case, written notification of this decision must be sent to the complainant.

Dr. Shakil Alam will support all members of staff involved in the complaints process.

### 5.3 Anonymous Complaints

Anonymous complaints should be investigated in the same way as named complaints. They should be logged and any corrective action necessary should be taken and also logged.

### 5.4 Complaints Procedure:

#### Step 1

When a complaint is raised, staff will make an effort to resolve it immediately to the satisfaction of the complainant.

#### Step 2

Staff will apologise for the fact that there was the need to complain in the first instance and explain the complaints process as described in the procedure steps.

#### Step 3

Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged.

#### Step 4

Formal acknowledgement of the complaint will be sent to the complainant within 3 working days and could be via letter or email. 360 Med Ltd will ensure that complaints received out of normal working hours are managed effectively.

The acknowledgement will include:

- An invitation to meet and discuss the complaint
- Who will be investigating the complaint
- How the investigation will be handled - the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 days. However, some cases may take longer and the complainant will be made aware of this
- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

#### Step 5

Following a full investigation, a response letter will be sent and this will include the following:

- A summary of the issue from the complainant's point of view



- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue clearly and concisely described
- A conclusion, stating clearly whether the issue is “upheld”, “partially upheld” or “not upheld”, unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
- An apology where the issue is upheld and shortcomings or failings have been found
- The complainant's rights if not satisfied with the outcome
- A signature from Dr. Shakil Alam or sent by email in their name

#### Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Dr. Shakil Alam will support the complainant to access further support if required.

#### 5.5 Vexatious Complaints

Occasionally, 360 Med Ltd may receive complaints that are vexatious in that they cause considerable disruption to the work at 360 Med Ltd, disproportionate cost and time to handle and impact the wellbeing of staff (because of the way the complaint is made or because of its repetitive nature).

360 Med Ltd will ensure that it meets the requirements of the Equality Act 2010 to make 'reasonable adjustments' for disabled customers. In some circumstances, customers may have a disability that makes it difficult for them to either express themselves or communicate clearly and/or appropriately. Where there is an indication that this may be the case, 360 Med Ltd will consider the needs and circumstances of the Patient or complainant in the first instance and use this information to inform any decisions that are made. Where appropriate, 360 Med Ltd will consider complaints to be vexatious but would not label an individual complainant as vexatious. Even if 360 Med Ltd decides that an individual's complaint about the service is vexatious, that does not preclude that person from making a formal complaint. 360 Med Ltd would still consider any such complaints in line with the usual procedures.

To help decide whether a complaint is vexatious, 360 Med Ltd will consider the full history and context of interactions with the individual making the complaint and will look at both the nature of the complaint and the manner in which it is made. The particular issues that will inform a decision will include whether:

- The primary purpose and/or effect of the complaint is to disturb, disrupt and/or pressurise 360 Med Ltd, its staff or an individual member of staff
- The primary purpose and/or effect of the manner in which the complaint is made is to disturb, disrupt and/or pressurise 360 Med Ltd, its staff or an individual member of staff
- The complaint is otherwise clearly unreasonable

If at any point in the handling of a complaint, a member of staff believes it meets the criteria to be deemed vexatious, it must be referred to Dr. Shakil Alam with a summary of why it is thought to be vexatious.

Dr. Shakil Alam will consider the complaint, seek external advice if appropriate, and will either declare the complaint as being vexatious, or not. Where a complaint is not deemed to be vexatious, it will be returned to the appropriate point in the complaints handling process.

If a complaint is deemed to be vexatious, Dr. Shakil Alam will respond directly to the complainant explaining why it is thought to be so and explain that the complaint will be closed with no further action. Dr. Shakil Alam will also consider if the making of a vexatious complaint also requires the application of a restriction on communication following unreasonable behaviour.

The decision to declare a complaint as vexatious will be recorded in the complaints register for future reference.

Any declaration that refers to the specific complaint being vexatious and any further complaints from the same individual will still be considered.

#### 5.6 Complaints About Locums, Agency or Temporary Staff

360 Med Ltd will obtain agreement from temporary staff members for them to participate in the complaints procedure if required, as it is possible that complaints will arise after the temporary member of staff has moved on.

360 Med Ltd will give temporary members of staff involved in the complaints process every opportunity to respond to complaints if appropriate.

#### 5.7 The Complaints Log





This will contain all correspondence from each complaint received including the following:

- Details of the complaint including subject matter, date of receipt and method of receipt
- Date and method of acknowledgement
- Notes from any meetings with the complainant wherever possible agreed with the complainant by countersignature
- Details of any reason for delay where investigations took longer than any agreed response period and evidence of keeping the complainant informed of any delay
- The date the response letter was sent to the complainant
- Dates when the complaint was discussed in internal meetings at 360 Med Ltd
- Changes or developments made in response to the complaint as a result of the complaints investigation, including how and when these were shared
- Learning from the complaint to improve quality of care
- Dates of formal complaints reviews

Where complaints are raised by telephone, the log will include the date and time of the call and the content of the conversation.

Complaints to be shared for learning purposes will be anonymised by removing all identifiable Patient information or details and information pointing to the identity of the complainant.

## 5.8 Investigations

All investigations will be managed by using the following approach:

- Investigating the fact
- Assessing evidence
- Reviewing records
- Interviewing those involved

Where necessary, advice and support will be sourced via senior managers within 360 Med Ltd. The complaint should be investigated by a member of staff with the knowledge, experience and seniority to undertake the investigation robustly.

Confidentiality of information will be considered at all times and staff will adhere to the confidentiality policies and relevant codes of practice.

If an investigation of a complaint results in disciplinary action for staff within 360 Med Ltd, the complaint will continue to its conclusion. The complainant will be informed that the investigation has led to a disciplinary process, but the details of the outcome or ongoing investigation should remain confidential.

## 5.9 Unresolved Complaints

There are many bodies that can support, or will need to be informed of, unresolved complaints:

### 1. Independent Sector Complaints Adjudication Service (ISCAS)

Individuals have the right to raise a concern about private healthcare (not including dental or eye care):

- Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)
- Telephone: 020 7536 6091
- Address: ISCAS, CEDR, 3rd Floor, 100 St. Paul's Churchyard, London, EC4M 8BU



## 2. Professional Bodies

If a complaint involves the serious misconduct of a healthcare professional, their relevant professional body can be informed and this is determined on an individual case basis in discussion with Dr. Shakil Alam.

### 5.10 Suggestions

Suggestions can be made verbally or in writing and generally are in response to seeking a means of changing things for the better.

- Suggestions are not complaints, but in some circumstances, if they are not considered or actioned, they could lead to a complaint
- When suggestions are raised in meetings or as part of a conversation, these should be documented and then outcomes of such suggestions recorded to show that they have been considered
- Staff should be encouraged to share their suggestions with their manager
- Consideration should be given to implementing a suggestions system to encourage comments from Patients, staff and visitors

### 5.11 Compliments

Receiving compliments is an opportunity to celebrate and recognise success. 360 Med Ltd will ensure that:

- All compliments are shared with staff and displayed in public areas to highlight good practice
- Compliments are anonymised or permission is sought before displaying them
- Numbers of compliments received are logged as part of a quality assurance programme

### 5.12 Audit and Evaluation

360 Med Ltd will record, monitor, review and analyse all complaints and other feedback received about the service as part of continuous improvement cycle to identify and inform performance, effectiveness, quality, safety and trends. 360 Med Ltd will investigate or explore what has been received and act on the findings that emerge.

360 Med Ltd will:

- Share themes and trends with staff and relevant external stakeholders as required
- Carry out and submit complaints reviews to statutory bodies as required
- Review complaints, compliments and other feedback received, together with the outputs and outcomes from the management process, as a standing agenda item at meetings
- Ensure that staff members are trained to deal with complaints, compliments, suggestion and feedback and understand the complaints procedure so that they can advise complainants with accuracy



## 6. Definitions

### 6.1 Compliment

- A compliment is an expression of satisfaction about a service the Patient has received
- Compliments are positive feedback that can be received verbally or in writing and can include expressions of praise, admiration, congratulation and encouragement

### 6.2 Complaint

- A complaint is an expression of dissatisfaction, disappointment or discontent. This could be in response to an act of omission, decision or act
- Complaints can be made in various ways and include:
  - Verbally
  - Writing
  - Electronically
  - Local feedback channels

### 6.3 Suggestion

- An idea or plan put forward for consideration, usually to achieve some type of improvement, to solve a problem or introduce positive change for service development

### 6.4 Written Complaint

- A written complaint is one that is made in writing to any member of staff or is originally made verbally and subsequently recorded in writing. Once it is recorded, a complaint should be treated as though it was made in writing from the outset

### 6.5 Vexatious Complaint

- A vexatious complaint is one that is pursued, regardless of its merits, solely to harass, annoy or subdue somebody; something that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 360 Med Ltd will explore and identify themes from all compliments, complaints and other feedback received for the purpose of quality improvement planning. All changes, developments and improvements, some of which will arise from feedback received, will be shared through the communication channels at 360 Med Ltd
- Before an investigation begins, it is important to assess the seriousness of the complaint in order to inform what to do next
- When a complainant does not wish to pursue an issue, 360 Med Ltd will investigate the matter raised in the usual way and take the decision whether to feed back any findings to the complainant on an informal basis
- Staff members will be supported during the investigation of complaints
- The complaints procedure can run simultaneously with a disciplinary or legal procedure where such procedures will not be compromised by the complaints process
- Where possible, verbal complaints are resolved to the complainant's satisfaction within 24 hours
- Receiving complaints and compliments, including other feedback and suggestions, is everyone's responsibility. Therefore, all members of staff must know how to handle any kind of feedback so the person who complained or otherwise fed back understands that there is a process 360 Med Ltd will follow
- Compliments will be recognised and celebrated



## Key Facts - People affected by the service

People affected by this service should be aware of the following:

- There are many ways by which to provide feedback of any kind or to make a complaint and receive a response from 360 Med Ltd
- You have the right to make a complaint, raise a concern, make a suggestion or give a compliment
- The process for making a complaint or giving any kind of feedback is straightforward. There is a right to anonymity, unless there is consent to share the issues raised or feedback provided wider than the relevant members of staff
- All feedback is explored in order to improve the quality of care and your experience at 360 Med Ltd



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**Independent Sector Complaints Adjudication Service (ISCAS) - Patients' Guide to Complaints:**

[https://iscas.cedr.com/wp-content/uploads/2022/03/Patient-guide\\_final3.pdf](https://iscas.cedr.com/wp-content/uploads/2022/03/Patient-guide_final3.pdf)

**Parliamentary and Health Service Ombudsman - Principles of Good Complaint Handling:**

<https://www.ombudsman.org.uk/about-us/our-principles/principles-good-complaint-handling>

**The Patients Association - Improving Complaints:**

<https://www.patients-association.org.uk/complaints-management>

**GMC - How do I Raise my Comment or Complaint?:**

<https://www.gmc-uk.org/about/get-involved/complaints-and-feedback-about-our-service/how-to-raise-complaint>



## Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App
- Temporary staff formally agree to participate in complaints investigations that are required after they have left 360 Med Ltd
- Complaints and all other feedback appear as regular agenda items at relevant meetings with learning and proposed developments identified, shared, implemented and reviewed as part of the quality improvement cycle
- Trends in complaints are identified and converted into developments to improve service delivery, keeping the Patient at the centre
- There is always a member of staff available and designated to receive and deal with complaints, or to respond to Patients with feedback of any sort, to avoid the dissatisfaction or frustration that can result from leaving Patients to wait unattended
- There is a strong culture at 360 Med Ltd that is focused on resolving complaints within 24 hours wherever possible in order to respond to Patients' dissatisfaction and to avoid complaints taking up time that could be used more productively and proactively. The complaint will be recorded in the complaints register and processed according to the complaints procedure whether it is dealt with formally or informally
- There is evidence of annual reporting as a means of commitment to transparency and quality. An annual report detailing numbers of complaints, compliments and suggestions and actions taken as a result is prepared and published
- All complaints are logged, investigated and the outcome is provided for the complainant in a response letter within the agreed timescales and, where there are delays, these are explained and the complainant is kept updated on amended timescales for the final response
- Patients are involved in the complaints handling process and future design of procedures. Their views influence future management decisions



## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Complaint Acknowledgement Letter Template - HC05	To assist with acknowledging complaints in a timely manner and setting expectations.	QCS
Complaint Final Response Letter Template - HC05	To inform the complainant of the results of the complaints investigation and any subsequent actions.	QCS
Complaints, Suggestions and Compliments Register - HC05	To record complaints, suggestions and compliments.	QCS
Complaint Investigation Template	To record a complaint and investigation.	QCS
Complaint Procedure for Patients	To be displayed in a prominent position in the building/unit and given to Patients prior to admission.	QCS

360 Med Ltd  
120 Fortis Green Road, London, N10 3HN

[Insert date]  
[Insert name]  
[Insert address]

**Our ref:** [Insert reference]

**Your ref:** [Insert reference]

**Our contact details:** [Insert name, email address and phone of the person managing this complaint]

Dear [Insert title and name]

[Insert heading. For example, Complaint about. ...]

Thank you for bringing your concerns to my attention as set out in [your letter/your email/our conversation] of [date]. I am sorry that you feel you have reason to complain about the service you have received/provided by 360 Med Ltd. I understand you are concerned that [Insert your understanding of the issues of concern, using a bulleted or numbered list if there is more than one point]. Please let me know as soon as possible if I have misunderstood your concerns in any way.

I am happy to meet you to discuss the issues you have raised and our investigation procedure if that will be helpful. [Suggest a date and/or ask them to contact you to arrange].

I am looking into the issues you have raised as a matter of urgency and shall be in touch with you with a full response by [insert anticipated response time – timescale to be negotiated but for the purpose of this letter not longer than 28 working days].

Please do contact me again, in the meantime, if I can be of further assistance. My email address and phone number are provided above/below.

Yours sincerely,

[Insert name and job title]

360 Med Ltd  
120 Fortis Green Road, London, N10 3HN

[Insert date]  
[Insert name]  
[Insert address]

**Our ref:** [Insert reference]

**Your ref:** [Insert reference]

**Our contact details:** [Insert name, email address and phone of the person managing this complaint]

Dear [Insert title and name]

[Insert heading. For example, Complaint about. ...]

My investigation into the concerns you raised on [insert date] is now complete.

I will address each of the points as outlined in my earlier acknowledgement letter to you.

[Repeat each individual point of the complaint and follow each one with what you found in the investigation. Put this as a numbered list if there is more than one issue.]

Point one, I have found that...

Point two, I have found that...

Outcome

As a result of your complaint, we have taken the following action (if not already mentioned above):

[action one]

[action two]

[action three]

I would like to thank you for bringing these matters to our attention. We welcome comments from people who use our services and aim to use these to improve our services.

If you are not fully satisfied with the way we have handled your complaint, you have the right to take your complaint to the Independent Sector Complaints Adjudication Service (ISCAS) whom you can contact at:

<https://iscas.cedr.com/contact/>

- Email them at: [info@iscas.org.uk](mailto:info@iscas.org.uk)
- Telephone them on 020 7536 6091 to leave a message and they will return your call during office hours, Monday to Friday 9:00am –5:00pm
- Write to them at: ISCAS, CEDR, 3rd Floor, 100 St. Paul's Churchyard, London, EC4M 8BU

Yours sincerely,

[Insert name and job title]



360 Med Ltd  
120 Fortis Green Road, London, N10 3HN

Date	Name of Person Making Complaint, Suggestion or Compliment	Summary of Complaint, Suggestion or Compliment	Action Taken

360 Med Ltd  
120 Fortis Green Road, London, N10 3HN

<b>Complaint Reference:</b>			
<b>Name (who does the complaint relate to?):</b>		<b>Date of Birth (Patient ID):</b>	
<b>Address:</b>			
<b>Date of Complaint:</b>		<b>Date Complaint Acknowledged:</b>	
<b>Name of Complainant:</b>		<b>Date Response Required by:</b>	
<b>If the complainant is not the Patient, what evidence was provided of the Patient's consent to complain on their behalf?</b>			
<b>Overview of Complaint</b> (complaint letter or notes of verbal complaint to this form):			

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**Investigation Plan** (outline the planned activities to investigate the complaint):

**Findings of Investigation** (add interview notes to this form):

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<b>Proposed Response:</b>	
<b>Approved by:</b>	
<b>Response Provided by:</b>	
<b>Method</b> (attach any written communication to this form):	
<b>Date:</b>	

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## 1. Introduction

Our Patients' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell Haringey Council's Adult Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

## 2. Making a Suggestion

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their friends/family. To make a suggestion you can:

- Speak to the Manager or their Deputy
- Utilise available comments or suggestion boxes if you would rather make your suggestion that way
- If the suggestion is something that 360 Med Ltd needs to consider you can send it to:

Registered Manager  
360 Med Ltd  
120 Fortis Green Road  
London  
N10 3HN  
07515032273

## 3. Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. 360 Med Ltd assures Patients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

## 4. Who can Complain?

Anyone affected by the way 360 Med Ltd provides services can make a complaint.

A representative can make a complaint for the affected person if they:

- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf
- Have died

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

## 5. How you can Make a Complaint

You can complain:

- In person
- By telephone
- Through a member of our staff
- Through an advocate or representative

Where someone complains verbally, we will make a written record and provide a copy of it within 3 working days:

- By letter
- By email

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## 6. Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted that, if you provide contact details, we can update you on the outcome of our investigation.

## 7. Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure
- Advice on where you may get that help
- Information about making a complaint in a way you can understand

## 8. How we Handle Complaints

The Registered Manager may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complainant.

We will acknowledge a complaint within **3** working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within **28 working days** unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

## 9. Time Limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## 10. Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint, you can contact the Registered Manager at:

360 Med Ltd  
120 Fortis Green Road  
London  
N10 3HN  
07515032273

Once we have dealt with your complaint, if you are not happy with the outcome, you can refer your complaint to the local authority.

**The provider has had an opportunity to respond and resolve matters.**

The services of 360 Med Ltd are registered with, and regulated by, the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

CQC National Correspondence  
0300 0616161

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

**\*We can provide this policy in other languages or in other formats on request**