

Comments & Complaints

Whether you are a patient, relative or a visitor to The Park Clinic London, we want to ensure that your experience is a positive one.

We ask that if you do encounter any problems, however small, you let us know. We are continually striving to improve our service and care, and your comments and feedback are invaluable in helping us to do this.

If possible, please tell us of your concerns while you are in the clinic. Comments & Complaint forms are available at reception. Each one is read and recorded, with action taken as required.

If you would just like to make a suggestion on how we can improve our services, please ask for a feedback form at reception or visit our website: www.theparkcliniclondon.co.uk

The complaints process

Our complaints policy ensures your concerns are investigated and that you are given a full and prompt reply. This guide outlines our patient complaints procedure and gives you advice about how to get a satisfactory response to your concerns.

Any complaint that we receive is treated in confidence. We undertake to investigate all complaints courteously and sympathetically and to provide a rapid response within nationally recognized timelines.

You need to complain within 6 months.

What are the first steps?

Before making a complaint, it is important to establish what you want to achieve.

Under the complaints policy, we can:

- Carry out an investigation and offer an explanation for what happened.
- Take steps to help put the matters right and reassure you that we have done so.

How to make a complaint:

- You may wish to make a verbal or written complaint, either way your complaint will be recorded in the dedicated complaint record.
- If you make a verbal complaint to a member of staff, it is a good idea to make a note of when you did this and who you spoke to. The department manager will attempt to resolve your complaint immediately. If this is not possible, the complaint will be further investigated.

If you wish to make a written complaint, please request a form, this must include the following information:

- Who or what has caused your concerns
- Where and when the events took place
- What action you have already taken, if any
- What results you want from your complaint.

Please note that The Park Clinic London keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the Clinic needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

What happens next?

- Your complaint will be dealt by the Clinic Manager – Belgin Bozsahin, or by Thoai Nguyen and you will receive an acknowledgment in the next 2 working days.
- The Clinic Manager will investigate the complaint speedily and efficiently and as far as reasonably practicable, keep you informed of the progress of the investigation.
- You will then receive a response to your complaint in 10 working days .
- If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

What happens if you are not happy with the response?

Our aim is to deal with your complaint as quickly as possible. If you are not happy with our response, please inform the Clinic Manager and explain why verbally or in writing. You will need to do this within 6 months of the date of the final written response from the clinic.

You will receive a response in the next 10 days.

What if you are still not happy?

You can contact the Citizen Advice for further informations:

www.citizensadvice.org.uk

Telephone: 03454 04 05 06

Textphone: 18001 03454 04 05 06

If you are dissatisfied with the internal appeal and the decision of the clinic, you have the right to refer the matter to the Independent Sector Complaints Adjudication Service (ISCAS). You must write to the ISCAS Secretariat within 6 months

The Secretariat will then raise the complaint with the clinic within ten working days of receipt. Once received, the clinic will then send all the relevant information to the Secretariat.

You can request an independent adjudication of HCA International's decision by writing to:

Independent Sector Complaints Adjudication Service, 1 King Street, London, EC2V 8AU

Phone: 020 3713 1746

Or visit www.iscas.org.uk

You do not have to pay a fee for this service as the costs are met by HCA International's ISCAS membership. The ISCAS will appoint a Principal Adjudicator, who is independent of the ISCAS and its membership and who has the right to reject cases without a hearing.

ISCAS will confirm that the complaint has completed been placed directly to the clinic first and then will request clarification from the complainant that they are willing to agree to the terms of ISCAS.

They will provide a written acknowledgement to complainants within 2 working days of receiving from ISCAS, documentation relating to their complaint.

You can also contact the Care Quality Commission to review your complaint. The commission is independent of the Park Clinic. They can be contacted on 03000 616161 or by email at enquiries@cqc.org.uk. You can also write to them at: -
CQC National Correspondence Citygate Gallowgate Newcastle Upon Tyne NE1 4PA
Website Address – <http://www.cqc.org.uk>