

Appendix A: Information to patient:

Complaint and Compliments Policy

Your satisfaction with our service is of paramount importance to us. We would like you to tell us straight away about any problems you have experienced, so that we can deal with them quickly and improve our service for the future. In addition, please do let us know about aspects of our service that you have appreciated.

You can complete a quick and easy questionnaire about your experience. This information will help us to understand where we are getting things right and identify areas we need to improve.

If something does go wrong, we have a simple procedure in place to ensure that your concerns are dealt with quickly and effectively. The first step is to speak to a member of staff at our health clinic or ask to talk to the health clinic manager. If we cannot resolve your concern to your satisfaction at the time of your appointment and you wish to make a formal complaint, you can address that complaint as follows:

- By emailing our Head Office: complaints@dhc.uk.com
- By completing the online form in our website.
- By calling 0161 929 5679 and asking for the Compliance and Quality Director.

By writing to the CEO or Compliance and Quality Director
The Royals
353 Altrincham Road,
Manchester
M22 4BJ

What is the time limit for making a complaint?

You should normally complain within 6 months of the event(s) concerned or within 6 months of becoming aware that you have something to complain about.

Information about your complaint:

It is important that you provide us with detailed information about your complaint including:

Background, location and date, staff involved, type of scan, the issues that you would like to address and what it is that you hope to achieve through the complaint process.

We aim to give you a written acknowledgement of your complaint within 5 days of receipt. A full response will be made within 10 working days. If for some reason the process can't be completed within 10 days, you will receive a letter keeping you informed of the progress. All complaints are dealt with confidentially and impartially.

One of the senior managers will handle your complaint and this will be coordinated by the quality manager. If you are not happy with the outcome of the complaint you are entitled to request the matter be brought before the Chief Executive Officer.

Next Step: If you are not happy with the way the Organisation has dealt with your complaint at a local level, you may ask either The Independent Healthcare Advisory Service for private patients or The Parliamentary and Health Service Ombudsman for NHS patients, to review your complaint:

The Parliamentary & Health Service
Millbank Tower
Millbank
London
SW1P 4QP
Tel:0345 045 4033
www.ombudsman.org.uk

Independent Healthcare Advisory Service
Centre Point
103 New Oxford St
London
WC1A 1DU
Tel:020 7379 8598
www.independenthealthcare.org.uk

You can also contact the regulator Care Quality Commission (CQC) if you choose to share your concerns with them:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel:03000 616161
www.cqc.org.uk

We keep a record of every complaint and review how many we receive and the reasons for each complaint. We use this information together with our customer surveys to make sure we continually improve the service standards we provide.

Please note this complaints procedure does not affect your legal rights.

Patient Complaint/Incident Form

Your satisfaction with our service is of paramount importance to us. We would like you to tell us straight away about any problems you have experienced. If something does go wrong, we have a simple procedure in place to ensure that your concerns are dealt with quickly and effectively. The first step is to speak to a member of staff at our health clinic or ask to talk to the health clinic manager. If we cannot resolve your concern to your satisfaction at the time of your appointment and you wish to make a formal complaint please fill the form below:

Name: _____

Address: _____

Postcode: _____ **Date of birth:** _____

Telephone: _____ **Mobile:** _____

Location of Examination: _____

Please describe your complaints in the space below:

Any improvements /suggestions:

Patient Compliment Form

Your satisfaction with our service is of paramount importance to us. If you would like to compliment a member of our staff, we would be very happy to inform them. Positive feedback for a job well done is always gratefully received. Thank you for taking the time to complete this form. We would like to acknowledge your compliment so please complete your details below. If you wish to remain anonymous, that is fine too – we will still inform the staff member that their good work has been appreciated.

Name: _____

Address: _____

Postcode: _____ **Date of birth:** _____

Telephone: _____ **Mobile:** _____

Location of Examination: _____

Please describe your compliment in the space below:

Name of staff member (if known) _____

You can leave this form with a member of staff at any of our clinics, or, email it to antony.burnage@dhc.uk.com or post it to
Complaints and Compliments Department,
Diagnostic Healthcare Ltd
The Royals
Altrincham Road
Manchester M22 4BJ

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Ver 2.0
Restricted