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Email: info@grovaesthetics.co.uk

Telephone: 01206 298 464

COMPLAINTS PROCEDURE - Information for patients

Dr Glancey Clinics is committed to providing a high-quality healthcare service. Dr Glancey Clinics recognises that there may be occasions when patients may wish to complain about some aspect of the service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of staff as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

Verbal Complaints

If you wish to speak to someone about an aspect of the Dr Glancey Clinics service, please ask to speak to the Clinic Manager as soon as possible, preferably before you leave the clinic premises. Every effort will be made to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

Written Complaints

Dr Glancey Clinics is a member of Independent Sector Complaints Adjudication Services. We follow the protocols agreed upon by this service. Your complaint will be investigated in three stages. A complaint should be made as soon as possible and within six months of the date of the event which is the subject to the complaint or as soon as the matter first came to the attention of the complainant.

Stage 1

Written complaint acknowledged in 3 working days (unless a full reply can be sent within 5 working days). Formal response made within 20 working days. In the first stage your complaint will be investigated by Dr Glancey Clinics Complaints Management office. We will invite you for a face-to-face meeting. If you are not satisfied with our response you may write to us to escalate your complaint to second stage.

Stage 2 – Internal Review

If, following receipt of the final response from the Registered Manager, a patient wishes to seek a review; this should be done in writing to the Clinical Director at the same address. This request should be made within 6 months of the final written response to their complaint at stage 1.

In the second stage your complaint will be independently investigated by a senior staff at Dr Glancey Clinics. A full response will be provided. If you are still not fully satisfied you may write to the Independent Adjudicator within six months. They will fully investigate your complaint and provide you a full response.

Stage 3 – Independent External Adjudication

Dr Glancey Clinics is a member of the Independent Sector Complaints Adjudication Service (ISCAS). If a patient remains dissatisfied they may request external adjudication through ISCAS and this request must be made within 6 months of the stage 2 decision letter. info@iscas.org.uk

A full copy of the complaints procedure is available on request from the local clinic team. All patient satisfaction information is monitored through the Clinical Governance process and used to improve practice.

Independent Sector Complaints Adjudication Service

70 Fleet Street
London
EC4Y 1EU
T: 0207 536 6091
www.iscas.org.uk

We are regulated by CQC

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone 03000 616161
Website www.cqc.org.uk

Please be assured that Dr Glancey Clinics will deal with all complaints confidentially and following investigation, will consider making changes to the healthcare service to improve the services on offer to all patients.
