

How to Make a Complaint

--- an information sheet for patients and parents/guardians ---

The aim of Mayfair Children's Clinic Ltd (MCC) is to provide the highest level of care for our patients. We accept, however, that there may be occasions when things go wrong, or your expectations are not met. We appreciate your feedback of this nature for us to address any area of our service that requires improvement and to make changes where necessary. All complaints are taken seriously and treated confidentially, regardless of their nature: medical, nursing, premises, facilities, or administration.

Should you wish to raise a query or concern in person, you can ask to speak to any of our staff who will attempt to resolve the matter immediately. If this is not possible, we ask that you make a formal complaint in writing.

Should you wish to make a complaint about any aspect of the service or care you or your child have received, there are several ways in which you can bring this to our attention:

- o By completing a Patient Feedback Form, which is available at reception or on our website.
- o By e-mail to admin@mcc.london, we will respond to your initial enquiry within three (3) working days.

The complaint procedure

Our complaints policy ensures that your complaints are fully investigated, and a reply is provided to you in a timely manner. Our aim is to complete each stage of the complaint's procedure as swiftly as possible, and in any event within three (3) months of your complaint. This document outlines our patient complaint procedure which has three (3) stages:

Stage One: Local Resolution --- At this level, your complaint is raised directly with our clinic, where it will be handled by the Chief Executive Officer (CEO) of MCC. A complaint should be made within six (6) months of the event.

Stage Two: Internal Appeal --- If you are dissatisfied with the response from the CEO, your complaint should be directed to MCC's Medical Director for an internal review. Complaints should be escalated to Stage Two within six (6) months of decision at Stage One.

Stage Three: Independent External Adjudication --- If you remain dissatisfied with MCC's responses from Stages One and Two, you can ask the 'Independent Healthcare Sector Complaints Adjudication Service' (ISCAS) to review your complaint and how MCC handled it. Stage Three is the final stage in the complaints process and the adjudication decision is final. Complaints should be escalated to ISCAS within six months of decision at Stage Two

How to make a written complaint

We recommend that you put all formal complaints in writing (by email). To be able to provide you with an efficient response, we ask that you provide:

- Your name, address, telephone number and email address, indicating any preferred method of communication.
- If the patient is represented by a third party, such as a parent or guardian, the patient's information (as above) as well as that of the third party should be provided.
- If the Complaint relates to a particular incident, the date and details of the incident.
- If the Complaint relates to a particular member, employee or agent, the name and, where appropriate, position of that employee or agent.
- Further details of the Complaint including, as appropriate, all times, dates, events, and people involved.
- Details of any documents or other evidence on which the patient (or parent or guardian) wishes to rely in support of the Complaint.
- Details of how the patient (or parent or guardian) would like Mayfair Children's Clinic Ltd to resolve the Complaint. Whilst we undertake to make all reasonable efforts to accommodate such requests, we are not bound to take any action beyond that which we may be legally obliged to take.

Stage One: Procedure for Handling Formal Complaints

At Stage One, complaints are raised directly with our clinic where a service was provided. The Chief Executive Officer (CEO) of MCC will acknowledge your letter of complaint within three (3) working days. The CEO of MCC is responsible for investigating the complaint and will respond to you with a written response within twenty (20) working days. If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay. A full response will then be sent to you within five working days of a conclusion being reached. In any event, you will receive a letter every twenty (20) working days until the matter is resolved. When investigating the complaint, the CEO of MCC may call you to talk about your concerns or offer to meet you. If no further action is proposed, we will send you a full written response.

Stage Two: Internal Appeal

The internal appeal stage is the responsibility of MCC's Medical Director (unless they have been involved in the matters that led to the complaint). If you are dissatisfied with the CEO's response at Stage One, you can appeal to MCC's Medical Director to request an internal review. Please do this within six (6) months of the date of the final written response from the CEO of MCC. You will receive an acknowledgment of the appeal within three (3) working days of receipt. MCC's Medical Director will consider the complaint and may undertake a review of the correspondence and handling of the issues at clinic level. MCC's Medical Director will either confirm the decisions and actions taken by the CEO of MCC or offer an alternative solution. You will receive a full response within twenty (20) working days from receipt of the appeal, or an update every twenty (20) working days.

Stage Three: Independent Healthcare Sector Complaints Adjudication Service (ISCAS)

If you are dissatisfied with both the decision/full response from the CEO of MCC at Stage One and the decision of MCC's Medical Director at Stage Two, you have the right to refer the matter to the Independent Sector Complaints Adjudication Service (ISCAS). You must write to the ISCAS Secretariat within six (6) months of decision at Stage Two. The Secretariat will provide written acknowledgement of your request for independent adjudication within three (3) working days of receipt of the request and will then raise the complaint with MCC. Complaints can only be accepted for consideration at Stage Three after MCC has confirmed that Stages One and Two have been completed. An Adjudicator will be appointed within thirty (30) days of receipt of the request. You will be kept up to date with progress, at a minimum, every twenty (20) working days, after the appointment of the Adjudicator. ISCAS aims to complete most of its adjudications within three (3) to six (6) months, and to complete 98% of adjudications within one year. You can request an independent adjudication of our decision by writing to info@iscas.org.uk or calling on 020 7536 6091. Further information of the ISCAS external review is available at www.ISCAS.org.uk.

Confidentiality

In order to maintain confidentiality, we cannot enter into any discussion or correspondence with a third party who is not a parent or guardian, without the patient's (or a parent's or guardian's, if the patient is a child) consent. If you wish for us to liaise with a third party, please provide us with your consent in writing.

Our Regulator

In addition to the above, you may at any time contact our regulator, the Care Quality Commission (CQC), at the address here:

Care Quality Commission,
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Email: enquiries@cqc.org.uk

End.