

## Concerns and Formal Complaints Policy ISCASo1

At DoctorNow and The Beaconsfield Clinic we believe that our patients deserve the very best treatment options. However, we are aware that sometimes things do not always go to plan. It is important we know what has happened as soon as possible, to enable us to investigate any concerns and try to put things right. In most situations our team will help resolve issues straight away for you.

If our staff have been unable to resolve your concerns, you can follow our Formal Complaints Process which is in line with the requirements of the Independent Sector Complaints Adjudication Service (ISCAS).

A complaint is any communication (from a patient or care giver representative) about something that has gone wrong and requires investigation and a formal response. If you are unhappy and wish to make a formal complaint, please do contact our Head of Clinical Governance and Quality Assurance, Liz Rosies. Liz is contactable by email [liz.rosies@doctornow.org](mailto:liz.rosies@doctornow.org) or telephone (01494) 410888.

### Stage 1:

All complaints should initially be discussed immediately as they arise with the DoctorNow or The Beaconsfield Clinic Team. Our team aim to resolve most issues quickly to the complainant's satisfaction within 24 hours.

Should the concern not be resolved to the complainant's satisfaction a Formal Complaint should be started. To start a Formal Complaint, a letter or email should be sent to: Liz Rosies, DoctorNow and The Beaconsfield Clinic, Little Hall Barn, Windsor End, Beaconsfield, Buckinghamshire, HP9 2JW. The written account should document the events that have occurred and what results are expected. Liz will then respond to acknowledge the written complaint within 3 working days and offer a face-to-face meeting to discuss the complaint. A complaint should be made within 6 months of the date of the event occurring.

There will then follow an investigation involving a review of any medical documentation and records, as well as statements from other clinicians involved and telephone records (as relevant). We will also make reasonable attempts to accommodate those for who English is not their first language.

A full written response will be made within 20 days of receipt of the complaint. If the investigation needs to go longer an explanation will be provided.

## Stage 2:

If following an internal investigation at DoctorNow (Stage 1) and The Beaconsfield Clinic you do not feel your complaint has been resolved, you may have your complaint reviewed by a member of our management team who has not been involved at Stage 1. The member of staff will be allocated as your main point of contact to investigate the outstanding matters.

## Stage 3:

If following an internal investigation, at Stage 1 and 2, if you are still unhappy about the outcome, you can request a formal adjudication by contacting: Independent Sector Complaints Adjudication Service (ISCAS) at 100 St. Pauls Churchyard, London, EC4M 8BU or by email [info@iscas.org.uk](mailto:info@iscas.org.uk)

A written letter requesting adjudication should be made within 6 months of the final response at Stage 2. ISCAS will then acknowledge your letter within 3 working days.