



# Complaints Handling Policy

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Rebalance Your Life

## Policy details

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## Introduction

Rebalance Your Life strive to provide high quality services that are safe and effective. Should we not meet this, we are committed to resolving issues or concerns about the service to ensure the patient is satisfied.

We believe that we are able to learn from all complaints and continually improve the quality of the care and service that we deliver.

This policy outlines the commitment to treat all complaints and concerns about the service provided.

Information about the complaint process is available to all patients so that they are able to raise any concerns.

The policy applies to complaints made against services or staff at Rebalance Your Life, and those against independent health practitioners with practice and privileging rights at the location.

## Purpose

The purpose of the policy is to:

1. Establish a clear process within complaints so that they can be managed and properly investigated in a non-judgemental, appropriate, and timely manner.
2. To enable staff at Rebalance Your Life to sympathetically manage complaints at a local level.
3. Ensure that patients know how to complain.
4. Ensure that patients feel confident that their complaint will be dealt with seriously, investigated appropriately, and findings will be learned from.
5. Compliance with this policy will ensure that patients will meet the standards of the:
  - Regulations of the Healthcare and Social care Act 2008 (regulated activities) Regulations 2014.
  - Independent sector code of practice management of patient complaints.

## Roles and Responsibilities

The manager is responsible for investigating complaints.

## Who Can Make a Complaint

A complaint can be made by a person who has directly been affected by an omission or action.

A complaint can be made on behalf of a person following them using the service.

## How Can a Complaint be Made?

A complaint can be made by:

- By telephone or in person and made verbally. In any case, a written record of the complaint that describes the issues requiring investigation, must be kept. This must be agreed with the complainant and ideally, signed.
- In writing either by email or by letter. This should be addressed to the manager.

## Complaints Process

There is a two-stage process:

### Stage 1 - Local Resolution

Complaints of a non-medical nature will be handled in their entirety by the Clinic Manager.

In the case of a treatment-related complaint, the matter will be discussed with the relevant practitioner/s and may require you to attend an additional consultation with that practitioner or an external independent practitioner.

The objective of this is to provide an explanation or a solution to your concerns. Our aim is to provide you with a full written response within 14 working days, or where this is not possible, an explanation as to the cause of the delay.

### Written Response

If the complainant wishes to receive a written response it should address the matter acknowledging all points raised by the complainant. The response should include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action, and any actions taken / to be taken, as a result of the complaint.

The complainant should be informed at the end of the letter how to access the next stage of the complaints process if the complainant remains unsatisfied.

## Stage 2 – Independent Review

If the complainant is dissatisfied, they should have the option to escalate their complaint to an Independent complaints Service.

Complaints to the independent complaints service should be in writing within 6 months of the final response letter received at stage 1.

### Or Contact

#### Contact the Citizens Advice Service

Citizens Advice provides free, confidential and independent advice from over 3,000 locations, including in their bureaux, GP surgeries, hospitals, colleges, prisons and courts. Advice is available face-to-face and by phone.

#### Seeking assistance from the **Patients Association**

visit: <https://www.patients-association.org.uk/helpline>

#### Raising the matter with the **Care Quality Commission**.

Call us on:

03000 616161

Email us at:

[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Look at our website at:

[www.cqc.org.uk](http://www.cqc.org.uk)

## Recording Complaints

The complaint will be kept on file/ database and maintained to include all details of the investigation and outcome by the manager.

Rebalance Your Life will hold a comprehensive record of any investigations including correspondence such as emails, letters and telephone discussions with time and date stamps where possible.

Any actions implemented to improve the service as a consequence of a complaint should be recorded.

## Learning from Complaints

The objective of the complaint's procedure is not to apportion blame but to investigate the complaint with the aim to satisfy the complainant and learn from lessons for improvements in delivering a safe and responsive service.

Recommendations made as a result of the investigation or any findings made by the manager should be addressed accordingly.

# COMPLAINTS HANDLING POLICY

## Complaint Form

Ref: \_\_\_\_\_

### When, where and your details

Details of the complaint	
Date and time of complaint:	Reporter name:
Date incident identified:	Reporter email:

### What Happened?

Immediate action taken:
Any further information:
Details of any police involvement:

### Learning Outcomes:

What lessons might be learned?		
<u>ACTION POINT</u>	<u>WHO</u>	<u>BY WHEN</u>