

## **COMPLAINTS PROCEDURE – information for patients**

I am committed to providing a high quality private complementary medicine service to all patients. I recognise that there may be occasions when patients may wish to complain about some aspect of the care offered or received. If you wish to discuss an issue or indeed make a complaint, I ask that you bring this to the attention of me or a member of the clinic staff as soon as possible.

This complaints procedure ensures that your query or complaint will be dealt with as quickly as possible.

### **Verbal complaints**

If you wish to speak to someone it is best to do so as quickly as possible, ideally before leaving the premises. I will make every effort to resolve it speedily.

If your concerns remain unresolved to your satisfaction, you will be advised on the process of making a formal written complaint.

### **Written complaints**

All written complaints should be addressed to me, Dr Charles Innes, at my clinic address.

Please describe as fully as you can the nature of your concern stating the following:

What you are unhappy about specifically

When the incident occurred

Which other clinic staff were present at the time

Your communication will be acknowledged in writing within two working days, unless a full reply can be sent to you within five working days.

I will carry out a full investigation into your complaint and offer to meet with you to resolve the issue.

You will receive a full written response within 20 working days of the complaint being received. If this cannot be done I will write explaining the reason for the delay.

If at this point you are still unhappy about the outcome of your complaint you may wish to contact one of the bodies that oversee and regulate me, depending on the nature of the issue.

Please be assured that I will deal with all complaints confidentially. Following investigation I will consider making changes to improve the quality of healthcare I offer.

Dr Charles Innes  
2015