

We recognise the importance of customer comments as well as complaints and welcome them as a valuable form of feedback about our services.

Do you have a comment?

We are committed to providing our customers with a high quality accessible service. We welcome any comments you may have on the quality of service you received at Queen Anne Street Medical Centre. Please ask your clinician or one of our Reception team for a quality questionnaire and rate our service.

Do you have a complaint?

If you are unhappy with the quality of service or the manner in which the service was provided, please tell us about it. You can do this informally at the point of service or, if you prefer, formally using the process overleaf.

You can make a complaint in person, by letter, e-mail, or telephone. It is important when contacting us, that you provide as much information as possible. This will help us to deal with your complaint quickly and efficiently.

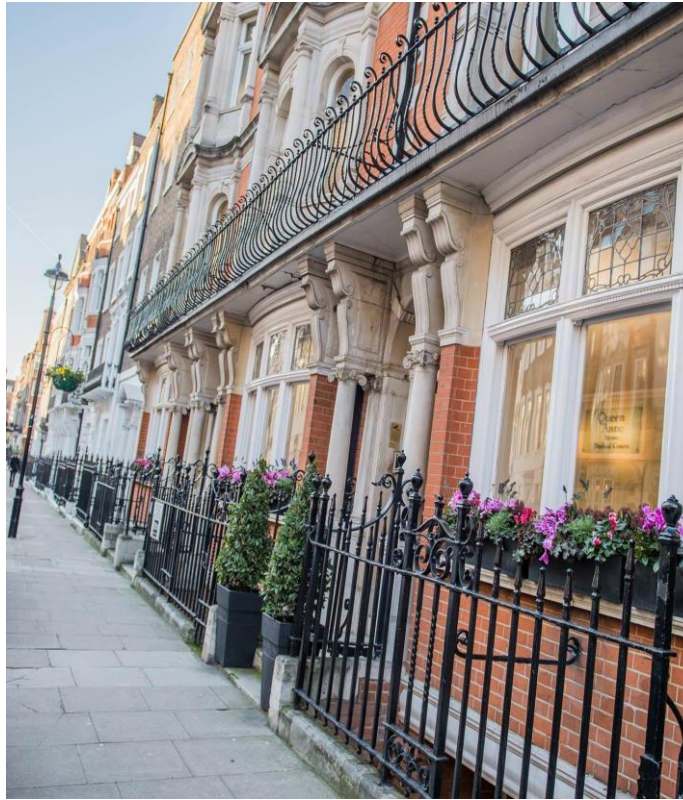
Mr. Charles Muzanechita

Clinic Manager

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For further information on the services we provide, or to read feedback from our patients, please visit:

www.qasmc.com

Queen Anne
Street Medical Centre

Including Heart Lung Centre,
Respiratory Clinical Trials Limited,
Queen Anne St. Medical Centre
Nephro-Urology Clinical Trials and,
Fitzrovia Hospital

*25 Welbeck Street,
London,
W1G 8EN*

Complaints Procedure

Complaints Procedure

What can I complain about?

Things you can complain about include:

- Care or treatment you have had or are having
- Anything to do with the place where you are seen, for example, consulting room, etc.
- Any member of staff involved in your care

Who can complain?

You can complain if you have had or are having care or treatment; or visited or used our services or facilities.

How long do I have to make a complaint?

We have a time limit for complaints; you must make your complaint within three months of the event you want to complain about.

What information we need

Please include as much information as you can to help us understand and investigate your complaint. For example:

- What went wrong and when it happened?
- Who you dealt with?
- What effect our actions had on you?
- How would you like us to put things right?
- Your full name and address

We operate a three stage formal complaints procedure:

Stage 1

Please make your complaint to the Clinic Manager in writing.

Upon receipt of your complaint:

- Will be advised preferably to write or email to the Department Manager of the department to detail the terms of their complaint.
- Complaints from a patients authorised representative can only be accepted with the written consent of the patient concerned.
- Complaints by emails should be sent to the Department Manager for reasons of data protection and patient confidentiality we will only acknowledge receipt of the complaint by email, response/s will be sent in writing, therefore the patient's address will be required. We may also require further information for patient verification purposes.
- A complaint should be made as soon as possible and within three months of the date of the event which is the subject of the complaint or as soon as the matter first came to the attention of the complainant.
- A written acknowledgement will be sent within two working days (unless a full reply can be sent within 5 working days).
- Straightforward complaints will usually be resolved within 20 working days. More complex complaints may take longer, and complainants will be kept informed of progress at a minimum of 20 working day intervals.
- On completion of the investigation, the complainant will receive a letter from the Department Manager containing a full written account of the results of the investigation, an apology for any deficiencies and an explanation of

remedial action taken.

- Patients seeking to clarify comments made by the Department Manager should write as soon as possible after the response at stage 1 and a further response will be provided within 20 working days.
- Should you be dissatisfied with the outcome at stage one. Please initiate stage 2.

Stage 2

- If, following receipt of the final response from the Department Manager, a patient wishes to seek a review of stage 1; they should write to the Medical Director at the Head Office address. This request should be made within one month of the final Stage 1 written response, stating the reason why they are not satisfied with the Stage 1 handling of the complaint.
- The Medical Director or Senior Management Team delegate will respond following their investigation within 20 working days to confirm the decisions and actions taken by the Department Manager or to offer an alternate resolution. Where the investigation is still in progress, a letter explaining the reason for the delay to the complainant, at a minimum every 20 working days.
- In the event that the Medical Director confirms the decision of the Department Manager, the patient has the right to take the matter to Independent External Adjudication (Stage 3).

Stage 3

- Fitzrovia Hospital is a member of the Independent Sector Complaint Adjudication Service (ISCAS). If a patient remains dissatisfied with the response following completion of the internal reviews, stage 1 & 2, they may request external adjudication through ISCAS, and this request must be made within one month of the final stage 2 decision letter.

Our mission is to always provide effective patient care and achieve outstanding medical excellence.