ADVANCED

ADVANCED HEALTHCARE CENTRE

COMPLAINTS POLICY AND PROCEDURE

INTRODUCTION

At Advanced Healthcare Centre (AHC), we are committed to providing high-quality services and maintaining open, transparent communication with all individuals and organisations we interact with. We recognise that, at times, things may go wrong, and when this happens, it is important that concerns are raised and addressed in a timely and fair manner. Our complaints policy is designed to ensure that anyone who is dissatisfied with any aspect of our service can have their concerns heard and resolved efficiently.

We view complaints as an opportunity to learn and improve, both for the individual who raised the concern and for our organisation as a whole. By encouraging feedback, we aim to identify areas for improvement and enhance the overall quality of the services we deliver. This policy outlines the process for making a complaint, how we will respond, and the steps we will take to ensure that each complaint is handled fairly, transparently, and respectfully.

SCOPE

This policy applies to all feedback, concerns, and formal complaints received by AHC regarding the services provided, operational activities, or the conduct of its staff. It covers complaints made by any individual or organisation with a legitimate interest in AHC, including patients, clients, partners, or members of the public.

The policy encompasses complaints about:

- Patient care and treatment.
- Professional conduct of staff.
- Facilities and environment.
- Communication issues.
- Failure to meet expected standards of service.

This policy applies to complaints made verbally, in writing, via phone, email, or any other communication channel. It ensures that all concerns are treated seriously, handled sensitively, and resolved through a structured, transparent process. Additionally, the policy ensures compliance with relevant legal and regulatory frameworks governing complaints management.

HOW TO MAKE A COMPLAINT

Complaints can be made through the following channels:

- Verbal Complaints: Directly to any staff member or by calling 07485386914.
- Written Complaints: Addressed to Operations Manager, Advanced Healthcare Centre, The Old Cereal Factory, Peverell Ave East, Poundbury, Dorchester, DT1 3WE.
- Email Complaints: Sent to admin@advanced-hc.org.
- Online Complaints: Submitted via our website www.advanced-hc.org

Complaints should be made within 12 months of the event in question or within 12 months of the complainant realising there was an issue.

PROCEDURE FOR HANDLING COMPLAINTS

Receiving and Acknowledging Complaints

- Complaints will be acknowledged in writing within 3 working days of receipt.
- A reference number will be assigned, and the complainant will be informed of the next steps, including the name of the staff member handling the complaint.

Investigating Complaints

- The investigation will be conducted by a designated senior staff member.
- The investigation process will involve gathering all relevant information, interviewing staff, and reviewing any supporting documents or medical records.
- Where appropriate, the complainant may be invited for a meeting to discuss the complaint.

Response

- A full response will be provided within 28 days of receiving the complaint. If more time is required due to the complexity of the case, the complainant will be notified with an updated timeline.
- The response will include details of the investigation, the findings, any actions taken, and, where appropriate, an apology.
- If the complainant is not satisfied, they may request a review at a senior level, or they may escalate the complaint to external bodies.

ESCALATION OF COMPLAINTS

If the complainant is not satisfied with the response, they can escalate the complaint to:

- **NHS England**: 03003 11 22 33 or england.contactus@nhs.net
- **Parliamentary and Health Service Ombudsman**: Tel: 0345 015 4033, www.ombudsman.org.uk
- **Care Quality Commission (CQC)**: www.cqc.org.uk/contact-us/how-complain

LEARNING FROM COMPLAINTS

- All complaints are recorded and reviewed on a quarterly basis to identify patterns or trends.
- The findings from complaints are shared with staff and used to drive continuous improvement.
- Action plans will be implemented to address any systemic issues identified through complaints.

CONFIDENTIALITY

All complaints will be handled in a confidential manner, in line with the Data Protection Act 2018 and GDPR. Information will only be shared with individuals involved in the investigation or those required to assist with resolving the complaint.

MONITORING AND REPORTING

We will maintain a complaints log, ensuring that all complaints are tracked from receipt to resolution. Regular reports on complaints and lessons learned will be submitted to senior management and the board for review.

TRAINING FOR STAFF

All staff will receive training on how to handle complaints and provide compassionate, timely responses. Training will include understanding the importance of complaints, the investigation process, and how to resolve issues effectively.