

10.0 Complaint Policy Summary

Stage 1: Local Resolution

- Prior to making a formal complaint, the complainant should discuss their concern with a member of the team present at the Hospital or outreach clinic they are attending, if the concern is in relation to the outcome of surgery, patients should in the first instance contact the Patient Support Team who will be able to assist in the provision of a review appointment with the operating surgeon. If they are unable to resolve the complaint, they will escalate this formally as required.

Stage 1 formal complaint process

- All patients who wish to complain formally will be asked to email the Patient Support Team at Patientsupport@transforminglives.co.uk , detailing the patient's name, address and date of birth, place of surgery and/or clinic location attended. Receipt of the complaint will be acknowledged by email.
- Should a patient prefer not to email and would prefer to provide a written letter of complaint related to The Pines Hospital, Burcot Hall Hospital or any aspect of service received at a clinic facility, correspondence should be addressed to: Patient Support Team, Burcot Hall Hospital, Stoney Lane, Bromsgrove, B60 1LY.
- Complaints from an authorised representative can only be accepted with the written consent of the patient concerned.
- A written acknowledgement will be sent within 3 working days of receipt of a complaint (unless a full reply can be sent within 5 working days). At this stage, complainants may be offered a telephone appointment in order to discuss the complaint further, to ensure that all points documented as part of your complaint have been captured, and to agree the 'Heads of Complaint' to be investigated.
- An investigation into the comments and complaint provided will be undertaken and, once all required medical records and reports have been compiled, the assigned complaint handler will carry out a review. It may also be necessary to take advice from other clinical specialists within Transform.
- On completion of the investigation review, the complainant will receive a letter from the assigned complaint handler, within 20 working days of receiving the complaint. (This timescale does not include Weekends or Bank Holidays). This letter will contain a full written account of the outcome of the investigation, an apology for any deficiencies, and an explanation of remedial action taken.
- On any occasions when a written response cannot be provided within this timescale, the complainant will be informed of the status of the complaint at a minimum of 20 working day intervals and every effort will be made to reach a timely conclusion.
- A complaint should be made as soon as possible and within 6 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.
- Patients seeking to clarify comments made in the complaint response should write as soon as possible after the response at Stage 1 and a further response will be provided within 20 working days.

Stage 2 – Senior Manager Review

- If, following receipt of the final response from the assigned complaint handler, a patient wishes to seek a review of Stage 1 they should provide a written request for escalation to Stage 2 to the address listed above.

- This request should be made within 6 months of the final written response, stating the reason for dissatisfaction with the Stage 1 response to the complaint.
- A written acknowledgement will be sent within 3 working days (unless a full reply can be sent within 5 working days).
- A Senior Manager will undertake an immediate review into the outcome provided at Stage 1 by the assigned complaint handler.
- The Senior Manager will respond, following review, within 20 working days of receiving the letter, to either uphold the decisions and actions taken at the stage 1 response assigned complaint handler or to offer an alternate resolution.
- Where the investigation is still in progress and a decision has not been made, a communication will be sent to the complainant explaining the reason for the delay, at a minimum every 20 working days.
- If the Senior Manager confirms the decision of the stage 1 response manager, the complainant has the right to take the matter to Independent External Adjudication (Stage 3).

Stage 3 – Independent External Adjudication

- Should a patient remain dissatisfied with the resolution of their complaint at stage 2, they may choose to escalate this to external adjudication via HSCAMP, however please note in order to escalate this to HSCAMP, a complaint must have been responded to at stage 2.
- This request must be made within 6 months of the stage 2 decision letter.
- Should a complainant wish to escalate to stage 3 of the complaints process, they should provide a written request for escalation to Stage 3 to the address listed above.
- This request should be made within 6 months of the final written response, stating the reason for dissatisfaction with the Stage 1 and stage 2 responses to the complaint.
- The escalation request will be submitted to HSCAMP for review and processing.
- Complainants are advised that fees may apply to utilise the external adjudication service (HSCAMP), information regarding this will be provided directly by HSCAMP upon acceptance of a stage 3 escalation request.

