



Last updated 29th May 23

Limewood Psychiatry Compliments and Complaints

Policy and Procedure

Complaints Policy

Our Aims

Limewood Psychiatry is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our patients and colleagues, and in particular, by responding positively to complaints and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a compliment or complaint is as easy as possible.
- We welcome compliments, feedback and suggestions.
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond correctly - for example, with an explanation or an apology.
- Where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service and review annually our complaints policy and procedures.
- We recognise that many concerns will be raised informally and dealt with quickly.
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We aim to:

- Resolve informal concerns quickly.
- Keep matters low-key.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.
- This policy ensures that we welcome compliments and provide guidelines for dealing with complaints about our services, facilities or staff.

2. Definitions

A compliment is an expression of satisfaction with the standard of service we provide.

A complaint is defined as any expression of dissatisfaction; however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Purpose

We are always glad to hear from people who are satisfied with our services. All compliments are recorded and acknowledged.

4. Complaints

The formal complaints procedure ensures that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

5. Responsibilities

Limewood Psychiatry's responsibility will be to:

- Acknowledge the formal complaint in writing.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to Limewood Psychiatry's attention, generally within eight weeks of the issue arising.
- Raise concerns promptly and directly with Limewood Psychiatry.
- Explain the problem as clearly and as thoroughly as possible, including any action taken to date.
- Allow Limewood Psychiatry a reasonable time to deal with the matter, and recognise that some circumstances may be beyond Limewood Psychiatry's control.

6. Confidentiality:

- Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Limewood Psychiatry maintain confidentiality. However, the circumstances giving rise to the complaint may be such that maintaining confidentiality may not be possible (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

- Limewood Psychiatry must make written records at each stage of the procedure.

The Complaints procedure follows the guidance from the ISCAS (Independent Sector Complaints Adjudication Service)



Stage 1 – complaint raised directly with the service provider

- First, you should contact Limewood Psychiatry and include the following information: the nature of your concern, where and when the event occurred, what action you have taken, and what outcome you want from your complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Limewood Psychiatry will send you a written acknowledgement of your complaint within three working days of receiving it. If Limewood Psychiatry can provide a full response within five days, it is not expected to send you a written acknowledgement.

Stage 2 – internal review

If you are not satisfied with the response at Stage 1 and wish to escalate your complaint to Stage 2, you should do so in writing within six months of the final response at Stage 1.

Please refer to the PATIENTS GUIDE TO THE ISCAS CODE for more information.

Stage 3 – ISCAS independent adjudication

- If you are not satisfied with the above decision, then you have the right to refer the matter to stage 3 independent external adjudication through ISCAS.
- You need to do so within six months of receiving the final response at stage 2.
- ISCAS will provide a written acknowledgement to you within 3 working days.
- You should submit your complaint in writing and address this to ISCAS,

To contact the Independent Sector Complaints Adjudication Service (ISCAS), please email: info@iscas.org.uk

For more information about ISCAS complaints process, please refer to <https://iscas.cedr.com/patients/complaints-process/>

Limewood Psychiatry COMPLAINTS FORM

You may use this form to make a suggestion or to make a complaint about Limewood Psychiatry.

We would like you to return this form as soon as possible.

Your Name Address

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Telephone Date of incident

Approximate time of incident Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?

Policy date 29th May 2023