

## **Midland Skin Clinic Complaints**

As a clinic we strive to provide the best possible service for our patients. However, we recognise that sometimes you may feel that we have not met your needs.

If you have any complaint or concern about the service you have received from the doctors or staff working at this centre you are entitled to ask for an explanation.

We operate an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

### **Our promise to you is that we will:**

- **Listen** to your complaint or concern
- **Respond** by establishing a clear, appropriate plan of action, and provide you with relevant support and advice
- **Improve** the service however we can

### **How to make your complaint**

We hope that we can resolve your problem easily and promptly, often at the time the problem arises and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to do so as soon as possible. This will enable us to establish what happened more easily. Complaints can be made verbally to a member of staff or in writing.

If you would like to make your complaint in writing then you can write to The Registered Manager, Midland Skin, 38 Harborne Road Birmingham B15 3HE or at email to [info@midlandskin.co.uk](mailto:info@midlandskin.co.uk). If you would like assistance with making your complaint a member of staff will be able to help you.

Please be assured that any complaint you make, written or verbal, will be treated in strict confidence and have no effect upon the level of treatment and care that you receive at the practice.

If you would prefer a family member, friend or advocate to make the complaint on your behalf, they may do so and the centre will work with them and yourself to resolve the problem. However whilst we can receive a complaint on your behalf we cannot provide any medical information to a third party without your authority. To discuss or provide confidential information we would require a note signed and dated by you. A member of our staff would be happy to assist you with this.

### **What happens next**

Your complaint will be acknowledged within two working days of receiving it. This may well be a phone call from a team member to you (or your advocate) to make sure we fully understand your complaint.

We aim to make a full response to you within the next 20 working days. During that time the centre will conduct an investigation to find out what has happened and whether there is any action that can be taken to put things right. If at the end of those 20 days we are still conducting our investigations we will notify you of the position and keep you fully informed until our investigations have been concluded

As a result of the practice investigation we will:

- Make sure you receive an apology
- Find out what has happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Keep you informed of our progress
- Identify what we can do to make sure that problem does not happen again

### **Getting further help with your complaint**

We hope that through our practice complaints procedure we can resolve your problem satisfactorily. We believe that this will give us the best chance to put the matter right with you and the opportunity to improve our services for all our patients. If however we are unable to resolve your complaint we will refer it to an external party. You may also contact the CQC if you feel that your complaint is not being dealt with in a satisfactory manner: Care Quality Commission on 03000 616161