

MUSGRAVE HOUSE
10 Stockman's Lane
Belfast
BT9 7JA
Tel: 028 95212294
E-Mail: clairemusgravehouse@gmail.com

GENERAL COMPLAINTS PROCEDURE

Musgrave House operates a complaints procedure for patients, solicitors, medical practitioners or any individual/organisation who may have a complaint about any aspect of the service they have received, either from a consultant or a member of staff.

Complaints can be received verbally, by phone, by email or in writing.

Our policy is:

- To provide a fair and transparent procedure which is easy to use for anyone making a complaint.
- To make sure all complaints are investigated fairly, with courtesy and in a timely manner.
- To gather information which helps us improve what we do.
- To make sure that the complaints, wherever possible, are resolved and that the complainant is satisfied with the way in which it has been handled.

CONFIDENTIALITY

All complaint information will be handled sensitively and in accordance with the relevant sections of the Data Protection Act.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Responsible Officer.

- The person responsible for dealing with any complaint about the service which we provide is Claire Drummond, Administrator and Governance Lead.
- If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Administrator and Governance Lead immediately. If she is not available at the time, then the patient will be told when they will be able to talk to the consultant and arrangements will be made. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this

within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

- If the patient complains in writing the letter or email will be passed on immediately to Claire Drummond.
- If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the consultant, unless the patient does not want this to happen.
- We will acknowledge the patient's complaint in writing and enclose a copy of this Code of Practice as soon as possible, normally within **5 working days**.
- We will seek to investigate the complaint within **20 working days** of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within **20 working days** we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received in Complaints File.

Contacts:

Claire Drummond

clairemusgravehouse@gmail.com

info@musgravehouse@gmail.com

If patients are not satisfied with the result of our procedure, then a complaint may be made to:

The General Medical Council
9th floor,
Bedford House,
16–22 Bedford Street,
Belfast BT2 7FD

Patient and Client Council
FREEPOST
1st Floor, Ormeau Baths, 18 Ormeau Avenue, Belfast, BT2 8HS
E-mail: info.pcc@hscni.net

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