Complaint Policy

Signature Medical Ltd is committed to providing high-quality care and service. We recognise that, on occasion, patients may have concerns or complaints. All feedback; comments, suggestions, concerns, compliments and complaints are valued as an opportunity for learning and improvement. Complaints will be handled with courtesy, efficiency, and sensitivity.

Initial Concern / Feedback / Complaint - Local Resolution

Prior to making a formal complaint, the complainant should discuss their concern with a member of the team present at the Clinic they are attending, they are best placed to assist with any concerns or complaints in that instance.

If the concern relates to the outcome of surgery, the patient should contact the Aftercare Team in the first instance, this team will arrange a review appointment with the operating surgeon where appropriate. If the concern cannot be resolved informally, it will be escalated formally as required. Local resolution concerns will be supported by the Patient Experience Manager where necessary.

Formal Complaint Process - Stage 1

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 within 6 months of the matter first came to the attention of the complainant.

1. Patients wishing to make a formal complaint should email the Complaint Team at **complaints@signatureclinic.co.uk**, providing name, address, date of birth, place of surgery and/or clinic location attended. Alternatively, written complaints may be sent by post to: **Complaints Team, 132 Manchester Road, Rochdale, OL11 4JQ**.
2. Acknowledgement of formal complaints will be sent by email within 5 working days
3. Third-party Complaints will only be accepted with written consent from the patient concerned.
4. An investigation will be conducted by an assigned complaint handler, reviewing relevant records and seeking specialist input if required.
5. A written response will be provided within 20 working days outlining the heads of complaint and our response to the same. Whilst we endeavour to provide a full response within 20 working days, should any delays occur, updates will be provided at least every 20 working days.

Formal Complaint Process - Stage 2

1. If dissatisfied with stage 1 decision, response or resolution, complainants may request a Stage 2 review within 3 months of the Stage 1 response. Such requests should detail the reason for dissatisfaction with the decision at Stage 1.
2. Acknowledgement of formal stage 2 requests will be acknowledged within 5 working days
3. Any offers of resolution offered at stage 1 will be withdrawn pending the outcome decision of the stage 2 process.
4. The complaint handler will be a member of the management team who has had no previous involvement in the complaint raised, this Manager will review the initial complaint, the response provided at stage 1 along with the records available to them. They may source assistance from an alternate surgeon within Signature to assist in the review of the complaint where necessary.
5. A written response will be provided within 20 working days outlining the heads of complaint and our response to the same. Whilst we endeavour to provide a full response within 20 working days, should any delays occur, updates will be provided at least every 20 working days.
6. The manager may uphold or amend the Stage 1 decision. Should the complainant be dissatisfied with this outcome, they may escalate to stage 3 of the complaint process.

Formal Complaint Process - Stage 3

1. If dissatisfied with the stage 2 decision, response or resolution, complainants may request a Stage 3 review within 3 months of the Stage 2 response. Such requests should detail the reason for dissatisfaction with the decision at Stage 2.
2. Stages 1 and 2 of the complaint process must be completed prior to escalation to stage 3
3. Acknowledgement of formal stage 3 requests will be provided within 5 working days
4. Any offers of resolution offered at stage 2 will be withdrawn pending the outcome decision of the stage 3 process
5. Stage 3 Complaints will be escalated to an independent complaint mediation and adjudication service: Health and Social Care Complaints and Adjudication Management Partners (HSCAMP)
6. Signature Medical Ltd will abide by the outcome as decided by HSCAMP unless in exceptional circumstances.

Please Note

Once a verbal or written complaint is submitted it is important to understand that any adverse comment related to the circumstances of your complaint and its investigation undertaken by Signature Medical Limited must not be commented upon on via any social media platforms. Posting information relating to you complaint on social media platforms could impact the efficiency of the management of your complaint and be detrimental to complaint being resolved in a timely matter. Signature Medical Limited will endeavour to remove any adverse comments related to an open complaint from social media platforms.

Clinic Contact Details

CLINIC	ADDRESS	EMAIL
Birmingham	6 George Road Birmingham B15 1NP	birmingham@signatureclinic.co.uk
Cardiff	Unit 9 Oak Tree Court, Mulberry Drive Cardiff CF23 8RS	cardiff@signatureclinic.co.uk
Glasgow	49 Crow Rd, Glasgow G11 7SH	glasgow@signatureclinic.co.uk
London	Unit 11, 73 St Charles' Square London W10 6EJ	london@signatureclinic.co.uk
Manchester	93A Manchester Rd, Rochdale OL11 4JG	manchester@signatureclinic.co.uk

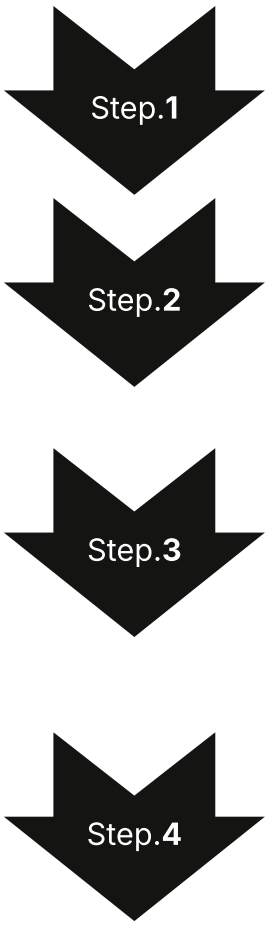
Please Note

Regulatory Information

Patients who have treatment at our **Glasgow Clinic** have the option to refer their complaint to Programme Manager, Independent Healthcare Services Team, Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB
Phone: **0131 623 4300**

Patients who have treatment at our **Cardiff Clinic** have the option to refer their complaint to Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

Complaints Process



Local Resolution

- Concern, feedback or complaint should be brought to the attention of the Clinic Team in the first instance.
- Escalation can be made to the Clinic Manager/Registered Manager
- Further escalation can be made to the Patient Experience Manager

Formal Stage 1 - Complaint

- Raise formal complaint to Complaint Manager within 6 months of the event or you becoming aware of the concern.
- Formal acknowledgement provided within 5 working days.
- Stage 1 review and response to be provided within 20 working days
- Update letter to be sent if any delays affect the provision of a complaint response, these are to be sent every 20 days.

Formal Stage 2 - Complaint

- Request escalation in writing within 3 months of the stage 1 decision
- Provide a detailed account of dissatisfaction with Stage 1 decision
- Formal acknowledgement provided within 5 working days.
- Review completed by Senior Manager with no previous involvement in the ongoing complaint.
- Stage 2 review and response to be provided within 20 working days.
- Update letter to be sent if any delays affect the provision of a complaint response, these are to be sent every 20 days.

Formal Stage 3 - Complaint

- Request escalation in writing within 3 months of the stage 2 decision
- Provide a detailed account of dissatisfaction with Stage 2 decision
- Formal acknowledgement provided within 5 working days.
- Stage 3 Complaints are referred to an external independent mediation and adjudication service - HSCAMP