

# Dealing with Complaints Concerns and Compliments Policy

Owner	Catherine Needham Caroline Southern
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## 1. INTRODUCTION

Eye Care Medical is committed to the highest standards of openness and accountability. Any Comments/Concerns or Complaints from service users or carers are used to improve our service.

This policy describes how the core expectations given in the Parliamentary and Health Service Ombudsman (PHSO) NHS Complaint Standards (NHS Complaint Standards) will be put into practice by Eyecare Medical Ltd when providing NHS services.

This policy sets out how Eyecare Medical handles complaints and the standards we will follow. This policy follows the relevant requirements as given in the Local Authority, Social Services and National Health Service Complaint Regulations 2009 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations)

## 2. OBJECTIVE

The policy sets the Complaints process by which Eye Care Medical (ECM) is guided.

## 2. SCOPE OF POLICY

This policy applies to all staff employed by ECM, all patients and visitors.

## 3. Aim of Policy

- Ensure all complaints/concerns are dealt with promptly and appropriately. Where possible the complaint should be investigated and responded to immediately.
- Ensure all complainants are treated with respect and courtesy
- Ensure staff are competent to deal with any complaints /concerns raised
- Ensure all concerns are acted upon and any lessons learnt disseminated across the organisation.

### Responsibilities

- All staff should have read the policy and be aware of their responsibility in responding to complaints/concerns.
- **Manager/ Clinical Advisor**  
Act as the lead contact for the complainant and be responsible for informing them of progress throughout the process.

Be responsible for the administration of the complaints process from the initial complaint through to resolution incorporating:

Documenting and recording the initial complaint /concern using the Raising concerns monitoring form (appendix 1).

Carrying out an appropriate investigation

Reporting the complaint to the Senior Management team

Responding to the complainant.

Maintaining records of the complaint.

Providing such records to the ICB ( Integrated Care Board) should be required.

Ensuring the complaint is presented at the regular staff/governance meetings.

- **Clinical Director**

Oversee all complaints and ensure they are appropriately investigated and responded to.

Report regularly on complaints to the ICB.

Should the Clinical Director have a complaint made against themselves, this should be reported through the ICB Governance lead who will initiate an investigation and act as the lead for the complainant.

**Process**

**(See Appendix 2)**

- A complaint /concern can be raised verbally or in writing by anyone attending ECM.
- They may raise this concern with any member of staff or ask to speak to the person in charge.
- Whoever the concern is raised with should reassure the complainant their concerns will be listened to and dealt with appropriately.
- The member of staff should immediately inform the Manager or Senior person on duty.
- The Manager should record the complaint /concern on the Raising Concerns Monitoring Form and agree with the complainant an appropriate response time.
- If the complaint can be resolved quickly, feedback should be given immediately.
- If the complaint warrants further investigation the complainant should be informed they will receive a response in writing within 14 days.
- The lead investigator will complete an appropriate investigation and report all findings to the Clinical Director.
- If the Clinical Director is the subject of the complaint advice should be sought from the ICB Governance Lead.
- Should the Complainant be dissatisfied with the response they should be signposted to the Independent Health Service Ombudsman.

## Customer Helpline 0345 015 4033

- All Complaints/concerns raised should be reported at staff meetings and form part of the Annual Report to the ICB

### 4. References

NHS Complaints Standards 2022

The NHS Constitution for England 2023

CQC Complaints Matter ( 2014) CQC Website

Freedom of Information Act 2000

General Medical Council (GMC)-Good Medical Practice 2013 Acting on Concerns – paragraphs 19 – 22 Investigating concerns – paragraphs 23 – 25

Health Service Commissioners for England.Complaints Handling Act (2015)

Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

NHS England Complaints Policy 2017

Ombudsman's Principles (Principles of Good Administration, Principles of Good Complaint Handling; Principles for Remedy) ~ Parliamentary and Health Service Ombudsman 2009.

## Appendix 1 Raising Concerns Monitoring Form

Complainant Details	
Details of Complaint	
Date Complaint received	Signature of staff member/Lead investigator
Date Acknowledge	
Agreed form of response Written/Verbal	
Details of any discussion	
Date of final response	
Further Action	

### Details of Staff involved

Name	Role in Organisation	Contact Details

### **Complaints a guide for patients relatives or carers**

Eye care medical welcomes any comments you may have on the service we provide, whether this is a complaint, suggestion or a complement.

There may be times when you are not satisfied with your care or treatment

### **Our aim is to: Listen, Respond and Improve**

If you are unable to make the complaint yourself you can ask a family member or carer to do so on your behalf

### **Making a complaint**

In line with NHS Policy, your care will not be compromised because of your complaint.

Step 1: Speak to our staff and express your concerns and they will try and resolve the issue.

Step 2: If your complaint is not resolved to your satisfaction in Step 1 you can write in to our complaints manager [eyecare.medical@nhs.net](mailto:eyecare.medical@nhs.net) or Telephone: **01625511359**

Step 3 : If the issue is still unresolved you can contact:

#### **Cheshire ICB**

<https://www.cheshireandmerseyside.nhs.uk/contact/complaints>

**Patients Advice and Liaison services (PALS)**

Tel: **0800132996**

[enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

**Healthwatch Cheshire offers a free Independent Complaints  
Advocacy Service (ICAS) Telephone:0300 3230006  
Email:[info@icascheshire.org.uk](mailto:info@icascheshire.org.uk)**