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# The Havelock Clinic

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## **Giving us feedback and making a complaint**

We hope you have a positive experience at The Havelock Clinic. We encourage you to feel able to tell us about your experiences- both positive and negative, so that we can continually strive to provide better care.

We take our responsibilities seriously and promise that you or your relatives, carers or friends, will not be treated unfairly as a result of any feedback you give us.

### **Giving us feedback**

If you would like to give feedback (comments, compliments, concerns or complaints) about the service that you, or someone you care for, have received, we recommend you speak to the member of staff that you have been working with in the first instance. If you need an interpreter, or other support to give feedback, please let us know and we will do our best to make this possible for you. If you don't feel able to speak to that member of staff directly, please e mail us at [team@thehavelockclinic.com](mailto:team@thehavelockclinic.com) with your feedback. You can give feedback at any point in time during your care with us. You will also receive a link to give us anonymous feedback about your experience with us at the end of your contact with us – please take a minute to complete this if you can, it's our way of learning about your experience.

### **Making a complaint**

If staff have been unable to resolve your concerns and you wish to make a formal complaint you can write to us at [team@thehavelockclinic.com](mailto:team@thehavelockclinic.com) (if you prefer post let us know).

Your email should include:

- Your full name and your address
- Your daytime telephone number (so we can speak with you if we need to) and the times you would prefer to be contacted
- A summary of your feedback
- The dates the feedback is about
- Details of what you would like us to do.

## **Who can give feedback?**

Feedback can be made by anyone who is affected or likely to be affected by the services we provide. If you are giving feedback about someone else, we may, for confidentiality reasons, seek their consent to reply to you.

## **When should I give feedback?**

We encourage you to give feedback as soon as possible, or within 12 months of when the incident occurred.

## **What will we do with your feedback?**

### **Comments and enquiries**

Comments about our service will be reviewed by staff and where possible, changes will be made to fix any issues. Any enquires you have will be responded to as quickly as possible. We may contact you for more information.

### **Compliments**

Compliments will be shared with the person that they are about. Good practice will also be logged so that we can reflect on what we are doing well.

### **Concerns**

Concerns will be reviewed by staff and you will be contacted with a response. We aim to resolve concerns quickly and usually within five working days or by a date agreed with you.

## **What happens if you make a complaint?**

- Your complaint will be acknowledged within one working day.
- A suitable member of staff will be nominated to investigate your complaint. They will contact you to discuss your complaint and agree what you would like to happen.
- A complaint plan will be agreed with you. This will include how the complaint will be considered, for example if a meeting might be helpful to resolve any concerns. We will also agree a date to respond to you by; this is usually 25 working days.
  - Once the complaint is investigated, you will be offered a meeting to discuss the outcome before a formal written response is sent to you.

## **What if you are still not happy?**

If you are unhappy with the response to your complaint, you can ask us to look at it again. This will usually be done by a member of staff not connected to the original investigation.

## **Independent review**

If you are still unhappy with how we have tried to resolve your complaint, you can ask your local Healthwatch or the Care Quality Commission to get involved – details below.

### **Keeping your feedback confidential**

To fully investigate your feedback, information from your health records may have to be shared with those investigating it, however your confidentiality will be respected at all times.

If you give feedback, it will not be recorded in your health records, unless there is a good reason to do so. Details of feedback may be provided to other organisations that monitor our performance. This information will not include your personal details.

### **Feedback that involves other organisations**

We provide some services in partnership with other organisations. You can give feedback to any of the organisations involved. With your consent, we will talk to these organisations to decide how to best investigate and respond to your feedback.

### **Legal action and claims for compensation**

If you wish to take legal action against us, we will still continue to take steps to resolve your concerns, unless there is a clear legal reason not to do so. If you wish to claim compensation for poor medical care or treatment (including negligence), we advise you to seek legal advice.

This document can also be made available in other languages, large print, or Braille.

**Should a person not feel able to report any concerns to staff at the Havelock Clinic they can report concerns directly to the CQC ([enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)), or seek independent advice and support from their local Healthwatch (<http://www.healthwatch.co.uk/find-local-healthwatch> )**

## **9. References**

The Health and Social Care Act 2008 Regulated Activities Regulations 2014 (HMSO 2014)

<http://www.legislation.gov.uk/uksi/2014/2936/regulation/20/made>

The Private and Voluntary Health Care (England) Regulations 2001

<http://www.legislation.gov.uk/uksi/2001/3968/contents/made>

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