

How to make a complaint

Patient Information Leaflet



Making a complaint

At Medefer, we aim to provide a caring, high-quality service and encourage you to provide us with feedback, both positive and negative. We may not always get it right and if the service you have received has not met your expectations, we would like to know why. All comments and complaints are taken seriously regardless of their nature.

We understand that making a complaint may not always be easy, we will therefore work hard to sort out your concerns as quickly as possible. To aid in this process, it is helpful if you can make your comments at the time the problem occurred or as soon as possible afterwards. This will give us the best opportunity to resolve the issue as quickly and accurately as possible.

If you are for any reason not satisfied with the outcome of your complaint after stages one and two as outlined in this leaflet, then there are a number of other routes that you can take:

- With the Commissioner of services (for example the local Clinical Commissioning Group).
- To the Care Quality Commission.
- Directly with the Parliamentary and Health Service Ombudsman (PHSO) at any time.

We will respond to your concerns carefully, quickly, and as effectively as possible in line with the NHS Complaints regulations.

This leaflet explains how, you as a patient, can make a complaint about our service. The leaflet will explain:

How to make a complaint

- Request for an internal review
- Request for an external review
- Complaining on behalf of someone else

Stage one

The Complaints Manager
where you received your
care
admin@medefer.com
08000 112113

Stage two

Justin Jewitt
Chairman of the Board of Directors
Medefer Limited Unit 1, Floor 1,
89-93 Fonthill Road, London N4
3JH

Stage three

The Parliamentary and
Health Service
Ombudsman
Millbank Tower
London
SW1P 4QP

CQC

National Customer
Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

How to make a complaint

Our complaints procedure is based on three stages, as detailed below and is designed to make sure that Medefer works with you to resolve any complaints as quickly as possible.

Stage one - local resolution

You can make your complaint in the following ways:

- **By telephone - ask to speak to the Clinical Governance and Quality Lead.**
- **In writing (including email) - some complaints are easier to explain in writing, please give as much information as you can, then send to the Clinical Governance and Quality Lead as soon as possible.**

We will contact you to confirm we have received the complaint. We will then agree a plan, together with you, on how the complaint and investigation will proceed. We will also agree with you a timescale within which our response will be met.

Our response will tell you how the complaint was investigated, the evidence considered, and the conclusions reached, and any actions taken.

When reviewing your complaint, we shall aim to:

- **Find out what happened and what went wrong.**
- **Accept responsibility, apologise, and identify what we can do to improve the service.**

Stage two - an internal review

If you are unhappy with the response you receive from our Clinical Governance and Quality Lead, you can request for an internal review by writing to the Chairman of the Board of Directors or the Quality Improvement Team - your concerns will be reinvestigated and reviewed by a member of the Board of Directors or a member of the Executive Team. The outcome will then be reviewed by the Chairman of the Board of Directors who will write to you with a final response.

Stage three - the parliamentary and Health Service Ombudsman

If you are still dissatisfied with the outcome of your complaint after stage one and two, you may request an external review of your complaint from the Parliamentary Health Service Ombudsman (PHSO).

Complaints on behalf of somebody else

Please note that we keep strictly to the rules of medical confidentiality.

If you are complaining on behalf of someone else, we have to know that you have their permission to do so. We will require their written permission unless they are incapable of providing this through illness. Only information relevant to the complaint will be disclosed.

If the 'complainant' does not want any information from their health records to be disclosed, this might affect the extent to which we can investigate and respond to your complaint.

If your complaint is concerning a test, you will need to contact the appropriate test provider.

**If you require this leaflet in a different format or if you need further information or assistance, please contact us at [admin @medefer.com](mailto:admin@medefer.com)
Please contact us for more information**

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