

What happens if I am still unhappy?

If you are dissatisfied with the Internal Appeal and the decision of the Managing Director, you have the right to refer your complaint for an independent review. Depending on whether you are an NHS, local authority or private patient will determine where you write to. Details are below:

Care Quality Commission

The Care Quality Commission (CQC) is an independent organisation responsible for checking that national standards are met. Contact them via:

- T. 03000 616161
- E. enquiries@cqc.org.uk
- W. www.cqc.org.uk

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Private patients:

You must write to the Independent Sector Complaints Adjudication Service (ISCAS) Secretariat within six months of the final decision of the care home's internal review. The Secretariat will then raise the complaint with the care home within ten working days of receipt. Once received, the care home will then send all the relevant information to the Secretariat. You can request an independent adjudication of Schoen Clinic's decision by writing to:

Independent Sector Complaints Adjudication Service, 100 St Paul's Churchyard, London, EC4M 8BU

iscas.org.uk

ISCAS will confirm that the complaint has completed stages one and two and then will request clarification from the complainant that they are willing to agree to the terms of ISCAS.

ISCAS will appoint a Principal Adjudicator, who is independent of ISCAS and who has the right to reject cases without a hearing.

They will provide a written acknowledgement to complainants within two working days of receiving from ISCAS documentation relating to the complaint.

They will provide a full adjudication decision within 20 working days or send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days.

They will consider a wide range of remedies, including asking the care home to:

- > Provide an explanation and apology, where appropriate
- > Take action to put things right
- > Share details of how the organisation has learnt from the complaint and any changes made as a result
- > Offer a goodwill payment in recognition of shortfalls in the complaint handling, inconvenience, distress, or any combination of these, up to a limit of £5,000. Any goodwill payment awarded by the Independent External Adjudicator should take account of any claim that the care home has against the complainant (e.g. for unpaid care home fees). Acceptance of the goodwill payment by the complainant will bring all matters that are subject to the complaint to a close.

York City Council

You can also go through the York City Council's complaints procedure via:

- T. 01904 554145
- E. haveyoursay@york.gov.uk
- W. www.york.gov.uk/4Cs

Complaints, Feedback and Compliance Team, West Offices, Station Rise, York, YO1 6GA

Or via their Adult Social Care Team at:

- T. 01904 555111
- T. 07534 437804
- E. adult.socialsupport@york.gov.uk
- W. www.york.gov.uk/AdultSocialCare

Adult Social Care Community Team, West Offices, Station Rise, York, YO1 6GA

QUESTIONS

If you have any questions about our Complaints Policy, please contact Schoen Clinic York by writing to:

Wellen Court, Schoen Clinic York, Haxby Road, Clifton, York, YO31 8TA

Tel: 01904 404400



Call us:

Visit our website:

Email us:

01904 404400

schoen-clinic.co.uk/york

YOR-enquiries@schoen-clinic.co.uk

Wellen Court, Schoen Clinic York, Haxby Road, Clifton, York, YO31 8TA



Comments, Compliments & Complaints Patient Information

schoen-clinic.co.uk

Schoen Clinic York is committed to delivering safe, high quality, cost-effective care. We will do our best to ensure the time you spend in our care home is as comfortable as possible and to provide you with excellent personal and professional care, but there may be times when your expectations are not met. We therefore appreciate all feedback regarding the care and service that you, your family or others experience during your visit.

## RESIDENT FEEDBACK

We hope you find your stay at our facility comfortable and that you do not have any concerns about the care you receive. If you do encounter any problems, however small, we ask that you tell us as soon as possible. Please highlight any concerns as soon as they arise, rather than waiting, so that we may resolve these in a timely fashion. You can provide feedback as follows:

### During your stay

Each area has a manager, please ask to speak to them directly as they are always happy to help, or ask to see the senior person on duty.

### After your discharge

Please write to the Director at:  
Wellen Court, Schoen Clinic York,  
Haxby Road, Clifton, York, YO31 8TA  
Tel: 01904 404400  
Email: YOR-enquiries@  
schoen-clinic.co.uk

## THE COMPLAINTS PROCESS

If you feel that your feedback has not resolved the issue to your satisfaction, you may choose to make a formal complaint. Our complaints policy ensures that your concerns are investigated and you are given a full and prompt reply.

Any complaint that we receive is treated in confidence. We undertake to investigate all complaints courteously and sympathetically and to provide a rapid response within nationally recognised timelines.

Before making a complaint, it is important to establish what you want to achieve. Under the complaints policy, we can:

- > Carry out an investigation and offer an explanation for what happened.
- > Take steps to help put the matters right and reassure you that we have done so.

Where things need to be improved, you can make a comment or provide feedback at any time, and to any member of our staff. We would encourage you to do this at the earliest opportunity, as most issues can be resolved quickly and informally. You can do this at any time from the beginning of your relationship with us until 28 days from realising that there is a problem. This time limit can be reviewed on a case-by-case basis, as we consider every issue individually.

**The complaints procedure has three stages and involves the following people and/or organisations:**

### 1. Local resolution

At this level, your complaint will be handled by the care home's Senior Management Team and Director.

### 2. Internal appeal

Your complaint will be the responsibility of the Managing Director.

### 3. Independent external adjudication

At this level, the external organisation 'Independent Sector Complaints Adjudication Service' (ISCAS) will handle your complaint.

### What happens if I make a verbal complaint?

If you make a verbal complaint to a member of staff, it is a good idea to make a note of when you did this and who you spoke to. The department manager will attempt to resolve your complaint immediately. If this is not possible, the complaint will be further investigated.

The investigation will be completed within two working days if you are still in our care. If you have been discharged, you will receive a letter acknowledging receipt of your complaint within three working days and then a full response within 20 working days from the Director.

## HOW DO I MAKE A WRITTEN COMPLAINT?

It is helpful to put all formal complaints in writing. If your complaint is about a member of our clinical team you should address it to the Director at Wellen Court, Schoen Clinic York, Haxby Road, Clifton, York, YO31 8TA.

### Your letter should include:

- > Who or what has caused your concerns
- > Where and when the events took place
- > What action you have already taken, if any
- > What results you want from your complaint.

The Director will acknowledge your complaint letter within three working days, unless a full reply can be sent within five working days of receiving it. All documentation will be forwarded to the internal person handling the complaint.

The Director is responsible for investigating the complaint and the care home will write to you with the outcome within 20 working days.

If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay.

In any event, you will receive a holding letter every 20 working days until the matter is resolved.

When investigating the complaint, the Director or a senior manager may offer to call or meet you to talk about your concerns. After the meeting, if no further action is proposed, the care home will send you a full written response.

### What happens if I am not happy with the response?

Our aim is to deal with your complaint as quickly as possible at care home level. If you are not happy with our response, please inform the Director and explain why.

### What does an internal appeal involve?

If you are dissatisfied with the care home's response, the next stage is internal appeal, which is the responsibility of the Managing Director. Who can be reached by email at: **FPettifer@schoen-clinic.co.uk**. You will need to do this within six months of the date of the final written response from the Director.

You will receive an acknowledgment of the appeal within three working days of receipt. The Managing Director will consider the complaint and may undertake a review of the correspondence and handling of the issues at care home level.

The Managing Director will either confirm the decisions and actions taken by the Director or offer an alternative solution. You will receive a full response within 20 working days from receipt of the appeal or if the Managing Director's investigations are still in progress a holding letter will be sent every 20 working days until the matter is resolved.