

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.

You must write to the Independent Sector Complaints Adjudication Service (ISCAS) Secretariat within 6 months of the final decision of the clinic's internal review. The Secretariat will then raise the complaint with the clinic within 10 working days of receipt. Once received, the clinic 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 clinic 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 clinic has against the complainant (e.g. for unpaid clinic fees). Acceptance of the goodwill payment by the complainant will bring all matters that are subject to the complaint to a close.

QUESTIONS

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

Schoen Clinic Chelsea
13a Radnor Walk, Chelsea, London, SW3 4BP
Tel: 0203 146 2300



Call us:

Visit our website:

Email us:

0203 146 2300

schoen-clinic.co.uk/chelsea

CHE-enquiries@schoen-clinic.co.uk

13 Radnor Walk, Chelsea
London, SW3 4BP.



Comments,
Compliments
& Complaints
Patient Information



schoen-clinic.co.uk

Schoen Clinic Chelsea is committed to delivering safe, high quality, cost-effective healthcare. We will do our best to ensure the time you spend at our clinic 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.

PATIENT SATISFACTION QUESTIONNAIRE

As part of our commitment to continuous improvement, we encourage our patients to provide feedback so that we can take into account your views and priorities.

We will provide all patients undergoing treatment with a link to complete our patient satisfaction survey.

The feedback received from the surveys remains anonymous and is reviewed monthly as well as quarterly. This information is shared throughout the organisation. We will respond to any concerns considerately, quickly and as effectively as possible.

All comments and complaints are taken seriously, regardless of their nature: clinical, medical, administration or something else.

PATIENT FEEDBACK

We hope you find our clinic 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 treatment

Our managers are always on hand to talk to you while on site, if anything is concerning you or not going to plan.

Just ask any member of the team for support.

After your discharge from the clinic

Please write to the Clinic Director at: Schoen Clinic Chelsea, 13a Radnor Walk, London, SW3 4BP.

T: 020 3146 2300

E: CHE-enquiries@schoen-clinic.co.uk

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 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.

The complaints procedure has 3 stages and involves the following people and/or organisations:

1. Local resolution

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

2. Internal appeal

Your complaint will be the responsibility of the UK 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 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 the clinic. If you have been discharged or are not in clinic, you will receive a letter acknowledging receipt of your complaint within 3 working days, followed by a full response within 20 working days from the investigating manager.

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 Clinic Director at: Schoen Clinic Chelsea, 13a Radnor Walk, London, SW3 4BP.

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 Clinic Director will acknowledge your complaint letter within 3 working days, unless a full reply can be sent within 5 working days of receiving it. All documentation will be forwarded to the internal person handling the complaint.

The Clinic Director is responsible for investigating the complaint and the clinic 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 Clinic 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 clinic 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 clinic level. If you are not happy with our response, please inform the Clinic Director and explain why.

If you are dissatisfied with the clinic's response, you can ask for an internal appeal as stage 2.

What does an internal appeal involve?

If you are dissatisfied with the clinic's response, the next stage is internal appeal, which is the responsibility of the UK Managing Director of Schoen Clinic, who can be contacted by email at adavey@schoen-clinic.co.uk. You will need to do this within 6 months of the date of the final written response from the Clinic Director.

You will receive an acknowledgment of the appeal within 3 working days of receipt. The UK Managing Director will consider the complaint and may undertake a review of the correspondence and handling of the issues at clinic level. The UK Managing Director will either confirm the decisions and actions taken by the Clinic 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.