



We're Listening...

Could we have done better?

If you have an idea that would help us to improve, please let us know.

How can I make a comment?

You can complete a comment card or write to us.

What if I have a problem?

If there is something that we can do to help straight away, please tell us.

It is important that you let us know as soon as you can if something is upsetting you, or if you are concerned about the services you are receiving.

Please speak to a member of staff where you are receiving treatment as they may be able to help you immediately.

Did we get it wrong?

If we did not provide your care and treatment in the best possible way, we understand that you will want to tell us about it and ask questions.

Anyone who is receiving, or who has received, Medstar Clinic service can complain.

You can complain for yourself or on behalf of a friend or a relative. However, to make a complaint on behalf of somebody else, you must have their written consent to do so.

How can I make a complaint?

You may wish to write a letter, email or fill in a comment card or speak to somebody personally.

It is important that you give us as much information as possible about what happened, including where and when.

How long have I got to make a complaint?

It is better to make your complaint as soon as possible after the problem occurred, or when you first became aware something was not right.

Your complaint should be made within 12 months of the incident. This time limit can be discussed, but it aims to ensure that long periods of time do not elapse, as this could hinder a full investigation.

What will we do?

We will contact you within three working days, either by telephone or, if we don't have a contact number for you, we will write to you.

This is so we can understand exactly what the problem is, what we can do to resolve it.

When we contact you, we will also discuss the timescale for responding to your concern.

What will happen next?

We will write to you to explain how we have listened to and investigated your concerns.

This may mean giving an apology, explaining what changes and improvements we will make, or detailing any further action that needs to take place.

What happens if I am not happy with the outcome?

If you are not satisfied with our response, we will be happy to meet with you to explain or clarify any issues, or to discuss possible ways to resolve your concerns.

If you still feel that your concerns have not been addressed, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case.



We're Listening...

Our team can;

- Give support and advice to patients, families, and carers
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Provide information about our services

- Listen carefully to what you say
- Not discriminate against you if you raise concerns or make a complaint
- Make sure that your treatment will not be adversely affected
- Do everything we can to help you
- Explain how we will use what you have told us to improve our services.

COMPLAINT

Despite all our efforts, we appreciate that on occasion the service provided may fall short of the standards to which we aspire. To help address such cases we have a feedback complaints procedure in place.

If you have any thoughts or concerns you would like to raise with us about any aspect of the service provided, please speak to a member of staff. We will do our best to address any issues there and then to make experience better. However, if the matter is not addressable in the moment, we will provide you with a copy of the complaint's procedure.

Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
Phone: 0345 015 4033

In addition, the clinic is regulated and inspected by the Care Quality Commission. You may contact CQC for your observations at:
Care Quality Commission, National Correspondence
Citygate, Gallowgate, Newcastle-Upon-Tyne, NE1 4PA
E: enquiries@cqc.org.uk T: 0300 616161