



INTEGRITY AND INNOVATION IN HEALTHCARE

## Complaints procedure

Your feedback helps us improve our services

We welcome comments, complaints and compliments and look upon them as an opportunity to learn, adapt, improve and provide better services.

We support the concept that most complaints, if dealt with early, openly and honestly can be sorted out at a local level and we do our best to ensure that the complaints process works as smoothly as possible.

If you have a concern about your care or treatment, or about any of our services, please talk to the member of staff who is with you at the time. They will be as helpful as possible and will try to resolve your concerns. If this is not possible, you can contact us using our complaints procedure.

If you would like to make a complaint, please do so as quickly as possible, preferably in writing. Please make sure you provide us with your contact details so that we can telephone you if we think a conversation would help the process along.

### **This is how the complaints procedure works.**

You can make a complaint verbally, in writing or by email. If you make your complaint verbally, a record of your complaint will be made and you will be provided with a written copy.

- We aim to acknowledge all complaints within three working days.
- We keep a record of complaints and a quarterly summary is sent to the Board, which can then request further information.
- Investigations into complaints are held within 28 days of receipt of the complaint.
- All written complaints are responded to in writing; most verbal complaints are also dealt with in writing unless the complaint has been dealt with effectively without a written response.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both staff and the complainant.

Any comment or complaint which indicates any form of abuse towards patients or staff will be brought to the attention of the Chief Executive Officer.

Complaints which remain unresolved to the patient's satisfaction can also be referred to the Health Service Ombudsman.

**Writing a complaint:**

- Try to make your complaint as soon as possible after the event. This makes it easier for everyone to remember what happened.
- Please give as much contact information as you can; your name, your address and telephone number.
- If you are complaining on behalf of someone else, we will usually need a short letter from them confirming that they have given their permission for us to provide you with details about their treatment or care.
- The fact that you have complained will not adversely affect your treatment and your complaint will not be kept in your medical notes.

**Contact us:**

Principal Medical Limited  
Rooms 28  
Colin Sanders Innovation Centre  
Mewburn Road  
Banbury  
OX16 9PA

Email: [info@principal-medical.co.uk](mailto:info@principal-medical.co.uk)

Telephone: 01295 817667

You can also contact us via our website: [www.principal-medical.co.uk](http://www.principal-medical.co.uk)