



Complaints Policy

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1/10/23	2	Donna Ward	Annually

COMPLAINTS POLICY

Policy Statement

Everyone has the right to expect a positive experience and a good treatment outcome. In the event of concern or complaint, service users have a right to be listened to and to be treated with respect. Service providers should manage complaints properly so service users concerns are dealt with appropriately. Good complaint handling matters because it is an important way of ensuring service users receive the service they are entitled to expect. Complaints are a valuable source of feedback; they provide an audit trail and can be an early warning of failures in service delivery. When handled well, complaints provide an opportunity to improve service and reputation.

Aims & Objectives

- We aim to provide a service that meets the needs of our service users and we strive for a high standard of care;
- We welcome suggestions from service users about the safety and quality of service, treatment and care we provide;
- We are committed to an effective and fair complaints system; and
- We support a culture of openness and willingness to learn from incidents, including complaints.

Complaints Policy

- Service users are encouraged to provide suggestions, compliments, concerns and complaints and we offer a range of ways to do it.
- Service users are encouraged to discuss any concerns about treatment and service with The nurse practitioner, or they can complete our customer feedback form.
- All complaints are treated with respect, sensitivity and confidentiality.
- All complaints are handled without prejudice or assumptions about how minor or serious they are. The emphasis is on resolving the problem.
- Service users can make complaints on a confidential basis or anonymously if they wish, and be assured that their identity will be protected.
- Service users will not to be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.

Service users can also complain to

Cosmetic Redress Scheme
Lumiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH

Health Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Managing Complaints

- The nurse practitioner will encourage consumers to provide feedback about the service, including complaints, concerns, suggestions and compliments.
- All service users receive a text through Phorest Salon Software requesting feedback on the level of service they have received.
- The nurse practitioner will attempt resolution of complaints and concerns at the point of service, wherever possible and within the scope of their role and responsibility.

Resolution

The process of resolving the problem will include:

- an expression of regret to the service user for any harm or distress suffered;
- an explanation or information about what is known, without speculating or blaming others;
- a physical examination and assessment of the service user, photographs must be taken and compared with pre treatment photographs.
- considering the problem and the outcome the service user is seeking and proposing a solution; and
- confirming that the service user is satisfied with the proposed solution.
- The outcome is recorded in the complaints book.

If the complaint is not resolved

Complaints that are not resolved at the point of service, or that are received in writing and require follow up, are regarded as formal complaints. The nurse practitioner is responsible for this.

- The nurse practitioners insurance company Hamilton Fraser will be notified and advice sought

Responsibilities

- Donna Ward is responsible for coordinating investigation and resolution of formal complaints, conducting risk assessments, liaising with complainants, maintaining a register of complaints and other feedback and monitoring the performance of the complaints policy and procedure.
- Donna Ward is responsible for a proactive approach to receiving feedback from consumers and staff and risk management.
- Investigation and review of complaints and follow up action for serious complaints, or where complaints result in recommendations for change in policy of procedures.

Donna Ward is responsible for;

- Ensuring appropriate action is taken to resolve individual complaints;
- Acting on recommendations for improvement arising from complaints;
- Notifications to insurers; and
- Consultation with professional registration boards, and others where necessary.

Risk assessment

After receiving a formal complaint, Donna Ward reviews the issues to decide what action should be taken, consistent with the risk management procedure.

Assessing resolution options

Formal complaints are normally resolved by direct negotiation with the complainant, but some complaints are better resolved with the assistance of an independent mediator or insurer.

The nurse practitioner will consider appointing an independent mediator, or encourage the complainant to take the matter up with an outsource company if:

- There is a serious question about the adequacy and safety of a health practitioner;
- The complaint is against a manager who will be responsible for investigating the complaint, resulting in a perception that there is a lack of independence; and
- The complaint raises complex issues that require external expertise.

Timeframes

- Formal complaints are acknowledged in writing or in person within 48 hours.
- The acknowledgment provides contact details for the person who is handling the complaint, how the complaint will be dealt with and how long it is expected to take.
- If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified.
- Formal complaints are investigated and resolved within 30 days
- If the complaint is not resolved within 30 days, the complainant will be provided with an update.

Records and privacy

- The complaints manager maintains a complaints and consumer feedback register, with records of informal feedback and formal complaints.
- Personal information in individual complaints is kept confidential and is only made available to those who need it to deal with the complaint.
- Complainants are given notice about how their personal information is likely to be used during the investigation of a complaint.
- Individual complaints files are kept in a secure filing cabinet in Donna Ward's office and in a restricted access section of the computer system's file server.
- Consumers are provided with access to their medical records [in accordance with the confidentiality policy]. Others requesting access to a consumer's medical records as part of resolving a complaint are provided with access only if the consumer has provided authorisation [in accordance with the confidentiality policy].

Open disclosure and fairness

- Complainants are initially provided with an explanation of what happened, based on the known facts.
- At the conclusion of an inquiry or investigation, the complainant and nurse practitioner are provided with all established facts, the causal factors contributing to the incident and any recommendations to improve the service, and the reasons for these decisions.

Investigation and resolution

Donna Ward carries out investigations of complaints to identify what happened, the underlying causes of the complaint and preventative strategies.

Information is gathered from:

- Listening to the complainant's views;
- Reviewing medical records and other records; and
- Reviewing relevant policies, standards or Guidelines.

Reporting & Recording complaints

All complaints are recorded in a complaints book.

Monitoring and evaluation

Donna Ward continuously monitors the amount of time taken to resolve complaints, whether recommended changes have been acted on and whether satisfactory outcomes have been achieved.

Donna Ward annually reviews the complaints management system to evaluate if the complaints policy is being complied with and how it measures up against best practice guidelines.

References and Further Reading

- Good Medical Practice (GMC,2013)
- The Code; Standards of Conduct, Performance and Ethics (NMC,2012)