



## Policy for Handling and Investigation of Complaints

### **Policy:**

All complaints will be dealt with quickly and effectively between the individuals concerned and any justified grievances will be promptly remedied. It will be made clear to the complainant that they may contact the Care Quality Commission at any time in connection with a complaint.

If the Care Quality Commission wishes to investigate a complaint, Panacea will provide adequate facilities for any authorised person to interview, in private, any patient.

Any complaints of unprofessional conduct against a doctor will be referred to the General Medical Council. Complaints about nursing staff will be referred to the Nursing and Midwifery Council. A notice will be posted on the Panacea website giving clear indication to all Patients that should they wish to register a complaint they should in the first instance address it in writing to:

**Graham Beaver (Practice Manager)**  
**Panacea**  
**7A Shelley Road**  
**Worthing BN11 1TT**

### **Procedure for Handling Complaints:**

- All complaints will be fully investigated by the Registered Manager (Graham Beaver).
- All complainants will receive a written acknowledgement within **3** working days of the complaint.
- Complaints must be made not later than twelve months after the date on which the matter which is the subject of the complaint occurred or came to the notice of the complainant.
- The complainant will receive a written response with **20** within working days or a written explanation of why the response is taking longer and when they can expect a response. A full response being made with **5** working days of a conclusion being reached.
- All staff involved in a complaint will be informed of the outcomes and advice on preventing recurrence.
- On completion of a complaint a full written report will be made including any recommendations and actions by the Registered Manager (Graham Beaver).
- Any complaint proceeding to litigation will be notified to the Care Quality Commission.
- If your complaint is with regards to the way we manage your data, you can also contact our Data Protection Officer. If you are not happy with the way that we deal with your personal information you can also make a complaint to the Information Commissioner's Office. See our document called "Panacea's Privacy Policy" for full details

### **Complaints should be made in writing to the Registered Manager (Graham Beaver)**

The Registered Manager (Graham Beaver) will conduct an investigation and will gather information. This will lead to a full written report being produced and made available to those concerned. The investigation will include:

- Speaking to all persons involved
- Reviewing records and other documents
- Producing a written summary of the facts of the complaint
- Producing responses to written complaints
- Completing the appropriate records on the complaint
- Informing all relevant parties as to the outcome of the complaint and any remedial action.

The Care Quality Commission is the regulator for independent Healthcare. The Care Quality Commission has no statutory powers to investigate any complaints that patients or other members of the public make about independent healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations. However, they will take account of all information that they receive from the public about registered independent providers, or about unregistered providers that they consider should be registered. They assess whether this 'concerning information' suggests that:

- An offence has been committed as set out in the Health & Social Care Act 2008
- A regulation has been breached as set out in the associated regulations, or
- The provider has contravened a condition of their registration with the CQC, as set out in their registration certificate.

If they suspect that the provider has committed an offence under the Act or a breach under the regulations, they are required to take action to bring about improvement.

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

**Tel:** 03000 616161  
**Email:** Enquiries@cqc.org.uk  
**Web:** www.cqc.org.uk

**Staff will provide help to any patient or relative of a patient wishing to make a complaint.**