



OLYMPUS HEALTH

THE HOME OF HEALTHCARE

Complaints & Feedback Leaflet

Patient information

Your voice helps us improve

Olympus Health is committed to providing a high-quality service. We welcome comments, suggestions, compliments and complaints. If something has gone wrong, we want to listen, respond fairly and learn from it.

Making a complaint will not affect your care, treatment or support.

Let us know your views

Only by listening to patients and their families can we continue to improve. You can tell us what worked well, what could be better, or what you feel needs a formal response.

What is a complaint?

- Any expression of dissatisfaction about our service which calls for a response.
- This may include the standard of service provided, staff behaviour, or an action or lack of action affecting you or a group of patients.

What is not covered?

- Matters already fully investigated through this procedure.
- Anonymous complaints where we cannot respond.
- Access to information issues where a separate legal route applies, such as Freedom of Information or GDPR rights.

How to complain

In the first instance, please speak to the member of staff involved if you feel able to do so. Many concerns can be resolved quickly and informally. If this does not resolve the issue, or you would prefer to make a formal complaint, please contact Olympus Health using the details below.

Contact for complaints

Olympus Health
19-21 Main Street,
Evington
Leicester
LE5 6DN

You may also complain by telephone or email using the Olympus Health contact details provided to you by the service team. If you would like this leaflet updated with a dedicated complaints email or telephone number, these can be added before printing.

To help us investigate, please include:

- your name and preferred contact details
- the service, appointment date, location and staff member involved, if known
- a clear description of what happened and when you became aware of the issue
- what outcome you are hoping for
- any relevant documents, letters or correspondence



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Our complaints procedure

We have a two-stage complaints procedure. At each stage, we will treat you with courtesy and fairness, handle your information confidentially, and keep you updated if our response is delayed.

Stage 1 - Initial investigation

- We acknowledge written complaints within 5 working days.
- A Service Manager or appropriate senior manager will review the concerns.
- We aim to provide a full written response within 20 working days.

Stage 2 - Senior review

- If you remain dissatisfied, you can ask for a review by the Senior Director.
- Your request should be sent within 28 days of the Stage 1 response.
- We acknowledge within 5 working days and aim to respond within 20 working days.

If we need more time

Some complaints are complex and may take longer to investigate. If this happens, we will explain the reason for the delay, keep you informed of progress and give you a new expected response date.

How your complaint will be handled

- 1. Acknowledgement:** We will confirm receipt, clarify the issues where needed and agree how we will communicate with you.
- 2. Investigation:** We will gather the relevant information, speak to appropriate staff and review clinical or service records where necessary and lawful.
- 3. Response:** We will explain what we found, what we can do to put things right where appropriate, and what learning or changes will follow.
- 4. Outstanding concerns:** If our response does not answer your concerns, please tell us what remains unresolved so that we can consider this further.

Complaining on behalf of someone else

We follow medical confidentiality rules. If you complain on behalf of another person, we will usually need their written permission before we can discuss their care or personal information with you. If they are unable to provide consent because of illness or disability, we will consider the circumstances sensitively and in line with confidentiality and GDPR requirements.

Confidentiality and fairness

All complaints are handled confidentially and in line with GDPR. We will not discriminate against you or treat you differently because you have made a complaint. We ask that everyone involved treats each other with courtesy and fairness.



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Putting things right

When we get things wrong, we will act proportionately and fairly. This may include:

- accepting responsibility and explaining what happened
- offering a sincere and meaningful apology where appropriate
- reviewing or changing a decision or action
- putting a service right where this is possible
- changing procedures, sharing anonymised learning, or providing staff training or supervision

Learning from complaints

We log complaints so that we can monitor themes, understand how long it takes to resolve issues, and identify improvements. Where appropriate, anonymised learning may be shared with the wider team and themes will be discussed at director level for openness and transparency.

If you remain dissatisfied

If you have completed both stages of the Olympus Health complaints procedure and remain dissatisfied, you can ask for the complaint to be reviewed externally by an organisation or person independent of Olympus Health.

For NHS-funded services

If your complaint relates to NHS-funded care, you may also be able to complain to NHS England or ask the Parliamentary and Health Service Ombudsman to review your complaint after local resolution has been completed.

NHS England: england.contactus@nhs.net | 0300 311 22 33 | NHS England, PO Box 16738, Redditch, B97 9PT

Parliamentary and Health Service Ombudsman: 0345 015 4033 | ombudsman.org.uk

Quick checklist before sending your complaint

- Have you included your contact details?
- Have you described what happened, when it happened and who was involved?
- Have you included relevant documents or correspondence?
- Have you told us what outcome you are seeking?
- Are you complaining for someone else? If so, please include their consent where possible.

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