

MD Plastic and Reconstructive Surgery Ltd trading as Dr Gary F Horn

## **HOW TO MAKE A COMPLAINT WITH MD Plastic and Reconstructive Surgery Ltd**

*This document sets out how to raise a concern or complaint with us, what we do once we receive it and what to expect from us*

### **OUR APPROACH**

Our approach is to deal with any concern and complaint early, openly and honestly and if we can, to deal with the concern or complaint at a local level. We always take what you have to say seriously.

### **OUR AIM**

At Md Plastic and reconstructive Surgery Ltd, we try to ensure all patients concerns or complaints are dealt with promptly and with due care and consideration. We employ this method to reach a satisfactory conclusion and to improve in the delivery of care by us.

### **HOW WE DEAL WITH YOUR CONCERNS OR COMPLAINT**

#### The local level:

If you raise a concern or make a verbal complaint and if it is appropriate we will try and resolve it immediately. If we cannot we will invite you to provide your concern or complaint in writing. We will listen to your verbal complaint and suggest a course of action to resolve it. This will be documented in writing and we may ask you to sign to say you accept this course of action. We will of course involve you in this process and check you are happy with the end result. If you remain unhappy we will ask you to put your complaint in writing.

#### In writing:

If you make a verbal complaint and it becomes apparent we need to progress your concern or complaint in writing we will request you to put your concern or complaint in writing. We would ask you to include all relevant details such as dates, people, you interacted with, what happened ending with your concern or complaint.

Please email the concern or complaint to our email address

of: [Mdprs2021@gmail.com](mailto:Mdprs2021@gmail.com)

Please type "*complaints procedure*" in the heading of the email to assist us.

We will acknowledge your written complaint within 2 working days of it being received so you know we are acting on it.

## **WHAT HAPPENS NEXT**

### **Stage 1**

We may need you to provide us with more information. We will email you. Please do check your emails and respond in writing. If you telephone to tell us your response we will also ask you to tell us in writing. This is to make sure the whole process is transparent.

Once we have sufficient and relevant information we will carry out an internal investigation speaking to those concerned. We aim to provide a written response to you within 28 working days. There are occasions where this deadline cannot be met. If this is the case we will let you know why we cannot make the 28 day deadline and then let you know in writing when we should be able to come back to you. We will keep you informed. During the process more details may come out and we may have to ask you perhaps again to comment. Although frustrating it allows you the chance to respond and to make sure all the relevant factors are carefully considered. It may affect us responding within the 28 days. We may invite you to a *face to face meeting* to discuss the concern or complaint. Please feel free to bring a friend or family member. We would ask you not to bring more than one person. A face to face meeting can be beneficial to reach a satisfactory end. You will not be pressured into attending a meeting but it is a useful option.

If we do meet and matters are not resolved at the meeting we will set out conclusions of our investigation to you in writing and send it by email.

### **Stage 2**

If you are unhappy with the conclusions reached you can ask us to review the decision. We would ask you to let us know in writing you want a review and set out why you are unhappy with the decision in detail. Please provide it by email using the email address [Mdprs2021@gmail.com](mailto:Mdprs2021@gmail.com) and put in the header of the email '*review of complaint's decision*' to assist us.

We will acknowledge receipt of the request for review within two working days. We would ask you to make the request for review within 6 months of the original decision or you may be timed out.

We will make sure that a senior member of staff be appointed to review the decision (not the same person as in stage 1) and it is likely we shall involve a third-party professional to review the decision as well. We are currently using the services of Miss R P lee-Nichols of Harley Solicitors of 64 Harley street. They may contact you or write to you for further information about your review.

As for how long this process will take each matter turns on its own facts and we will be able to give you a time estimate when the review is received. Again, we will keep you updated.

We will provide you with a written outcome to your request for review. Again the outcome will be in writing and sent by email.

### **Stage 3**

If you are unhappy with the review decision you may request an external adjudication. The person appointed is completely independent and not part of us at all. Your request for stage 3 should be made within 6 months of the stage 2 decision letter.

### **CONCERNED FRIENDS AND FAMILY**

Sometimes it is concerned friends and family who wish to make a complaint on your behalf or raise a concern. Medical practitioners and medical clinics owe you a duty of confidentiality to keep anything about you between you and them only. If someone complains on your behalf we will contact you to make sure you are happy for us to investigate the concern or complaint. We will ask you to do so in writing.

### **VERIFYING WHO YOU ARE**

We owe you a duty of care to keep all your information confidential. If anyone complains we always double check they are the actual patient and not anyone else. We will therefore ask you to verify who you are when you make your complaint. The verification procedures are there it protects your records.