

Dr Diana Coffey Ltd

Compliments and Complaints

Policy and Procedure

1 Our Aim

Dr Diana Coffey Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our patients and colleagues, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints about our services, facilities or staff.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded and acknowledged.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Dr Diana Coffey Ltd responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Dr Diana Coffey Ltd.'s attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with Dr Diana Coffey Ltd;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Dr Diana Coffey Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Dr Diana Coffey Ltd.'s control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Dr Diana Coffey Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by Dr Diana Coffey Ltd at each stage of the procedure.

The Complaints procedure follows the guidance from the ISCAS (Independent Sector Complaints Adjudication Service)

Stage 1 – complaint raised directly with service provider

In the first instance, you should contact Dr Diana Coffey Ltd and include the following information: the nature of your concern, where and when the event took place, what action you have taken, what outcome you want from your complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Dr Diana Coffey Ltd will send you a written acknowledgement of your complaint within three working days of receiving it. If Dr Diana Coffey Ltd is able to provide a full response within five days, then it is not expected to send you a written acknowledgement.

Stage 2 – internal review

If you are not satisfied with the response at stage 1 and wish to escalate your complaint to stage 2, you should do so in writing within six months of the final response at stage 1.

Dr Coffey has her own private practice and also holds practising privileges with Priory Hospital Woking. Stage 2 will depend on whether you have been referred or assessed at Priory Hospital Woking, or directly in Dr Coffey's own private practice.

Priory Affiliated Patients

Priory Group Affiliated Patient means:

- (i) a patient who has been referred to a consultant psychiatrist by Priory Group.
- (ii) patient who attends an outpatient appointment with a consultant psychiatrist as part of their private practice, on a Priory Group premise.

- (iii) patient who has had inpatient/therapy/day care with Priory Group and continues to see a consultant psychiatrist once the treatment episode with the Priory Group has ended.
- (iv) patient who has remote consultations, who ordinarily would have been seen on a Priory Group premise or whilst the Independent Doctor is located at a Site/Service.

Please contact Mr Paul O'Connor, Hospital Director at Priory Hospital Woking

Address: Priory Hospital Woking, Chobham Road, Knaphill, Woking GU21 2QF

You need to explain the reasons for being dissatisfied with the response at stage 1. You should receive a full response within 20 working days. If there is a delay, you should receive a letter explaining the reason for the delay.

Please refer to [PATIENTS GUIDE TO THE ISCAS CODE](#) for more information

Other private patients

Please proceed to stage 3

Stage 3 – ISCAS independent adjudication

- a) If you are not satisfied with the above decision, then you have the right to refer the matter to stage 3 independent external adjudication through ISCAS.
- b) You need to do so within six months of receiving the final response at stage 2.
- c) ISCAS will provide a written acknowledgement to you within 3 working days.
- d) You should submit your complaint in writing and address this to
ISCAS,
CEDR, 3rd Floor
100 St. Paul's Churchyard
London
EC4M 8BU

To contact the Independent Sector Complaints Adjudication Service (ISCAS) please email: info@iscas.org.uk

For more information about ISCAS complaints process please refer to <https://iscas.cedr.com/patients/complaints-process/>

Dr Diana Coffey Ltd COMPLAINTS FORM

You may use this form to make a suggestion or to make a complaint about Dr Diana Coffey Ltd.

We would like you to return this form as soon as possible.

Your Name

Address

.....

Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?