



No-Scalpel Vasectomy - The Safe Keyhole Method

COMPLAINTS POLICY

Thames Valley Vasectomy Services is committed to maintaining the highest standards in all aspects of care. So when patients and visitors offer praise - or criticism - we listen carefully. We review all the comments you make and we use that information to improve our services and facilities even further.

Whatever you want to say, your opinions and comments are important to us - good or bad.

If you want to complain

If you are unhappy with our facilities or service we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise and take positive action where necessary. If you tell us as soon as the problem arises, it can often be sorted out straightaway. In many cases, the person looking after you may be able to solve a day-to-day query. Otherwise, the service director, or registered manager will be happy to help.

If you are not completely satisfied you can put your comments in writing. We take all comments and complaints seriously.

We always:

- pass on any praise to the people concerned
- handle complaints in complete confidence
- investigate impartially
- offer a clear and complete explanation

Write to us

The registered manager (Leanne) is responsible for the day-to-day running of the service and is in the best position to investigate any complaint thoroughly and promptly. You, or your representative (with your consent), can make a complaint by writing a letter, stating:



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- where you were treated
- the date on which you had reason to complain
- names of the consultant, nurse or other staff who were caring for you, if known
- the type of treatment you received
- details of your complaint
- any further comments that you want to bring to our attention

Getting back to you

Acknowledgments will be sent within 48 hours of receiving the complaint. We will then reply in full as promptly as we can - usually within 20 working days. If the investigation is still going on after 20 days we will write to explain the delay. In very complex cases, which may take more time, we will send you regular progress reports. We may suggest meeting you to talk through your issues and attempt to resolve them.

An independent review

Alternatively, if you prefer, you can raise the matter with your local primary care trust. This is called local resolution, and most cases are resolved at this stage.

As a further alternative, you can complain directly to the [Care Quality Commission](#) (regulator for hospitals in England) but the commission may decide that the complaint should be considered at hospital level first and return it to the hospital for action.

If you're still unhappy, you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government. Call 0345 015 4033



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Who can help?

Making a complaint can be daunting, but help is available.

Patient Advice and Liaison Service

Officers from the Patient Advice and Liaison Service (PALS) are available in all hospitals. They offer confidential advice, support and information on health-related matters to patients, their families and their carers. You can find your local PALS office at the [Office Directory at PALS Online](#). www.pals.nhs.uk

Independent Complaints Advocacy Service

The Independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about their NHS care or treatment. Contact your local ICAS office through PALS, or by calling the following numbers:

- London: 0300 456 2370
- South East: 0845 600 8616
- Bedfordshire and Hertfordshire: 0300 456 2370
- Cambridgeshire, Norfolk and Suffolk: 0300 456 2370
- Essex: 0300 456 2370
- South West: 0845 120 3782
- West Midlands: 0300 456 2370
- East Midlands: 0300 456 8347
- North East: 0300 456 8348
- North West: 0300 456 8350
- Yorkshire and Humberside: 0300 456 8349

Citizens Advice Bureau

Your local Citizens Advice Bureau can be a great source of advice and support if you want to complain about the NHS, social services or local authorities. You can [find your local Citizens Advice Bureau](#) on its website. www.citizensadvice.org.uk

NHS Direct

NHS Direct can advise on NHS complaints. Call 0845 4647.