



# COMPLAINTS POLICY

## SECTION ONE

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<b>Role</b>	<b>Practice Manager/Director</b>
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## **COMPLAINTS POLICY**

Thames Valley Vasectomy Services (TVVS) is committed to maintaining the highest standards in all aspects of care. Therefore, 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 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 or call us**

The registered manager (Leanne Kittel) 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:

- where you were treated
- the date on which you had reason to complain
- names of the doctor, nurse or other staff who were caring for you, if known

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- the type of treatment you received
- details of your complaint
- any further comments that you want to bring to our attention

Or by phoning us on 0345 2255775

Alternatively, if you prefer, you can raise the matter with your local CCG (clinical commissioning group) This is called local resolution, and most cases are resolved at this stage.

### Who can help?

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

### SEAP Independent Advocacy Service

SEAP provide independent advocacy services to help resolve issues or concerns you may have about your health and well-being or your health and social care services. Their aim is to ensure that:

- You are in control of decisions which are made about you.
- Your experiences, views, wishes and feelings are heard.
- You can contribute to improving the health and care services you use.

The Independent Complaints Advocacy Service supports people who wish to make a complaint about their NHS care or treatment. Contact your local SEAP office through:

Phone: 0330 440 9000

Website: [www.seap.org.uk](http://www.seap.org.uk)

### 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](http://www.citizensadvice.org.uk)

### Healthwatch

Healthwatch is the local consumer champion for both adult and children health and social care.

It aims to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided locally.



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Healthwatch collects feedback from the public which is then used to influence commissioners decision makers in the planning of local services. It also feeds back on what services are good and what needs improvement to local providers and commissioners.

Healthwatch also gives information, advice on guidance on anything health and social care related.

Every area has a local Healthwatch.

Contacts for East Berkshire and Buckinghamshire are:

Bracknell Forest	01344 266911
Windor, Ascot and Maidenhead	01753851725
Slough	01753 325333
Buckinghamshire	0845 2606216 or <a href="mailto:info@healthwatchbucks.co.uk">info@healthwatchbucks.co.uk</a>

### **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.

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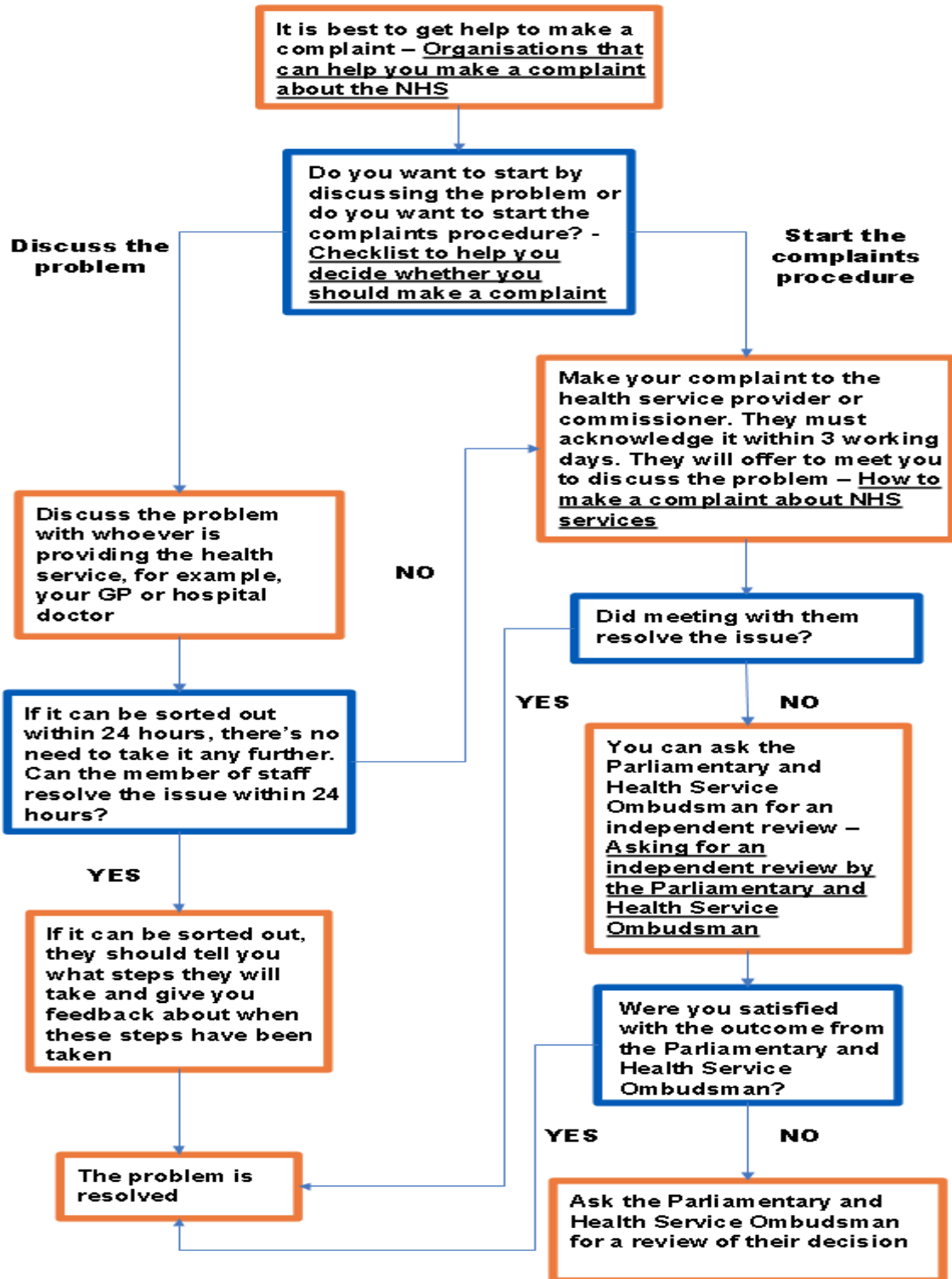
**An independent review**

If you remain dissatisfied with the handling or outcome of the complaint and require an independent adjudication, please check the relevant body you need to contact below:

Definition	England & Wales [Private Patient] You have received treatment was not paid for by the NHS.	England [NHS Patient] You have received treatment that was paid for by the NHS.
If you remain dissatisfied after the previous stages have been completed	You may write within 6 months of receipt of the stage 2 decision letter to: Independent Sector Complaints Adjudication Service 70 Fleet Street London EC4Y 1EU  T: 0207 536 6091 <a href="http://www.iscas.org.uk">www.iscas.org.uk</a>	You may write after the stage 1 decision letter to:  The Parliamentary and Health Ombudsman. Millbank Tower, Millbank, London SW1P 4QP. Or call 0345 015 4033.
You may, at any time, raise concerns about standards of care with the regulatory body with which the organisation is registered:	<b>For England:</b> Care Quality Commission. CQC national Customer Service Centre, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.  Or call 0300 061 6161.	Care Quality Commission. CQC national Customer Service Centre, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.  Or call 0300 061 6161.
	<b>Or For Wales:</b> Healthcare Inspectorate Wales. Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 IUZ.  Or call 0300062 8163.	

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## Complaints process flowchart



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**Checklist for the Review and Approval of Procedural Document**

**Equality Impact Assessment Tool**

	Title of document being reviewed:	Yes/No	Comments
1.	<b>Does the policy/guidance affect one group less or more favourably than another on the basis of:</b>		
	• Race	No	
	• Ethnic origins (including gypsies and travellers)	No	
	• Nationality	No	
	• Gender	No	
	• Culture	No	
	• Religion or belief	No	
	• Sexual orientation including lesbian, gay and bisexual people	No	
	• Age	No	
	• Disability – learning disabilities, physical disability, sensory impairment and mental health problems	No	
2.	<b>Is there any evidence that some groups are affected differently</b>	No	
3.	<b>If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?</b>	N/A	
4.	<b>Is the impact of the policy/guidance likely to be negative?</b>	No	
5.	<b>If so can the impact be avoided?</b>	N/A	
6.	<b>What alternatives are there to achieving the policy/guidance without the impact?</b>	N/A	
7.	<b>Can we reduce the impact by taking different action?</b>	N/A	

If you have identified a potential discriminatory impact of this procedural document, please refer it to the Head of Corporate Affairs, together with any suggestions as to the action required to avoid/reduce this impact.