

Regulation 16: Receiving and acting on complaints

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively
- Know that they will not be discriminated against for making a complaint

This complaints policy is produced as an extract from guidance produced by the British College of Aesthetic Medicine Member Complaints Policy - April 2013

The aims of this policy and procedure is that complaints made by service users or their representatives are listened to and acted upon effectively by:

- (a) having systems in place to deal with comments and complaints, including providing people who use services with information about that system.
- (b) supporting people who use the services and their nominated representatives to make comments or complaints.
- (c) considering fully, responding appropriately and resolving, where possible, any comments or complaints.

My:Skyn Clinic has established processes for dealing with the complaints, irrespective of its nature, which complies with the Health and Social Care Act 2008.

Definition of a Complaint

A complaint is an oral or written expression of dissatisfaction about any matter reasonably connected with the services provided by a Member or another member of staff.

A complaint which is made orally and is resolved with 24hours will be recorded as locally resolved in the Complaints Register.

Where the complaint relates to a breach of statutory regulations and the organisation is registered with the Care Quality Commission (CQC) patients can contact the CQC.

Notification of Outcome of Complaint

Complainants will be notified of the outcome of their complaint and any actions taken as a result of the complaint immediately upon conclusion of the process.

Complaints Register

A register will be kept of complaints containing the following information:

- (a) Date of complaint
- (b) Name of complainant

- (c) Nature of complaint and details of staff involved
- (d) Action taken to investigate the complaint
- (e) Outcome and action taken as a result of the complaint
- (f) Date of full response to complainant

The register shall be kept for 5 years from the date of the last entry

Records of Complaints

All correspondence relating to a complaint will be kept for 5 years.

A register will be kept of all complaints including appropriate details, including outcome.

A quarterly audit of complaints will be produced detailing the nature and outcomes of complaints and a quarterly summary of complaints will be discussed at staff meeting and shall include:

- (a) Number of complaints received
- (b) Nature of complaints and details of staff involved
- (c) Resolutions of complaints
- (d) Actions taken in response to complaints
- (e) Details of any complaints relating to Members of staff which have progressed to litigation or to GMC hearings.

Complaining on behalf of someone else

If the complaint is received on behalf of someone else, the rules of patient confidentiality will be kept.

A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this to allow the complaint to be investigated.

Payments and refunds

In some cases, it may be appropriate to waive fees or offer a refund. This must be authorised by the managing director. If a complaint indicates their intent to start litigation, then a compensation payment is not appropriate.

Accessibility of Comments and Complaints Policy

Staff will make the Complaints Policy (copy below) accessible to patients and relatives:

- (a) A copy of the *Complaints Policy* will be displayed in the reception area and on any website advertising the service.
- (b) Staff will provide help to any patient or relative of any patient who wishes to make a complaint.

(c) A copy of the *Complaints Policy* will be provided to any patient or patient's relative on request.

Staff Training on Complaints Management

All staff (including those with practising privileges) will receive a copy of the Complaints Policy and will receive training on management of complaints and complaints handling process at the time of induction.

My:Skyn Clinic complaint process has 2 key stages:

1. Local resolution
2. Appeals to a government authorised consumer redress scheme (Cosmetic Redress Scheme)

Stage 1- Local resolution

All complaints whether written or verbal must be documented by the member of staff or the directors. If the member of staff is not capable of dealing with the complaint, written details should be passed onto the Medical Director.

Our aim is to give our patient the highest possible standard of service and we try to deal with all the complaints as quickly as possible.

A complaint which is made orally and is resolved within 24 hours will be recorded as locally resolved in the Complaints Register.

We shall offer an explanation, or a meeting as appropriate. If there are any delays in the process we will keep the complainant informed.

When we consider a complaint, we shall aim to:

- o Find out what happened and what went wrong
- o Make it possible for the complainant to discuss the problem with those concerned
- o Make sure the complainant receives an apology where appropriate
- o Identify what we can do to make sure the problem doesn't happen again

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing

Stage 2- Appeal to government authorised consumer redress scheme

The preferred outcome is local resolution of a complaint however if the complainant is dissatisfied after the initial response, they may direct their complaint to the Cosmetic Redress Scheme (CRS) who will be an independent adjudicator.

In order to access the CRS, the Complainant must show that a formal written complaint has been sent to the MySkyn Clinic within 12 months of the incident related to the complaint occurring and that the Complainant has allowed a minimum of 8 weeks for the Clinic to investigate the matter and respond fully.

Once the above criteria have been met, the Complainant is able to raise a complaint with CRS.

The complaint must be raised using CRS complaint form. When completing the form, the Complainant must explain all the reasons why the complaint is being raised, the actions that have been taken and also include all relevant evidence.

There is no charge to the complainant for raising the complaint with the Cosmetic Redress Scheme.

The complainant can withdraw from the Cosmetic Redress Scheme complaints process at any point.

Further information can be found at <https://www.cosmeticredress.co.uk/consumers/how-it-works>

My:Skyn Clinic are committed to resolving all complaints and will work with any recommendations made by CRS.

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Next update due Jan 2021