



# Complaints Procedure



**Ramsay**  
Health Care



**Ramsay**  
Health Care

# Complaints Procedure

## Ramsay Health Care aims to provide the very best of care to you by offering services and facilities of the highest standard.

We take any complaint extremely seriously and deal with it in accordance with our Company Complaints Policy. As well as resolving your problem, we also learn from your experience and feedback to improve upon our service for the future.

We will do our best to deal with any issues as soon as we can and encourage you to discuss your concerns with a member of hospital staff when they arise. However, if you do wish to take the matter further, your next step is to make a formal complaint. You can do this in writing or by filling in the online feedback form on our company website, which can be found at [ramsayhealth.co.uk/feedback](http://ramsayhealth.co.uk/feedback)

### What to include?

- The nature of your complaint
- Names and positions of any staff members involved (if known)
- When the events took place
- Any action you may have already taken
- What we can do to resolve your complaint

### What happens next?

The Hospital Director will send a written acknowledgement within three working days of receipt of your complaint, unless a full response to your concerns is able to be provided within five working days.

You will be invited to meet with the Hospital Director and/or a Senior Manager to discuss your concerns in person and how the investigation will proceed. The Hospital Director will conduct a thorough investigation with a full complaint outcome provided within twenty working days. On occasion it may not be possible to speak to all staff to conclude the investigation within these timeframes and you will be kept informed of this.

More serious complaints may require a more detailed investigation and longer time frame to respond. In these circumstances we will keep in regular contact with you.

### What will happen if I am still not satisfied?

If the Hospital Director is unable to resolve the complaint to your satisfaction, you are able to escalate to the next stage.

Stage two includes a review of the complaint by an Executive Director, including how it has been handled and whether it has fully addressed all the elements of the complaint. Should you wish for your concerns to be escalated to this stage, this must be done so in writing to the Hospital Director who has been dealing with your complaint, if this is not possible we will let you know and keep in touch. If suitable for escalation, a written acknowledgement will be sent, and you should expect to receive a formal written outcome within 20 working days.

Whilst Ramsay Health Care UK will make every endeavour to resolve your complaint, you may feel that we have been unable to do this. Once the internal process is closed, you are able to take the matter forward for external adjudication via the routes set out below.

NHS Patients	Self-Funded/Insured Patients
Parliamentary and Health Service Ombudsman (PHSO) 30 Millbank Tower London, SW1P 4QP	ISCAS, 3rd Floor, 100 St Pauls Churchyard, London, EC4M 8BU
T: 0345 015 4033	T: 020 7536 6091
W: <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a>	E: <a href="mailto:info@iscas.org.uk">info@iscas.org.uk</a>

### Timeframes

It is important to note that complaints should be made at the earliest point to enable the best opportunity for full investigation. Following NHS Guidelines and ISCAS Guidelines, timeframes are outlined below. Complaints made after this time frame may not be eligible for investigation.

NHS Patients	Self-Funded/Insured Patients
12 months from the point of concern, or 12 months from the time this came to your attention.	6 months from the point of concern, or 6 months from the time this came to your attention.

If a complaint is made outside of these timeframes it may not be able to be investigated due to the length of time since the incident occurred. Please also note that if you do not respond to a letter detailing the outcome of your complaint within 3 months the complaint will be closed.