



## Complaints Procedure - Information for Patients

Cognacity is committed to providing a high quality healthcare service to all patients. We welcome any comments or suggestions about the patient services on offer.

Cognacity recognises that there may be occasions when patients may wish to complain about some aspect of the healthcare service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of Deanna Tutty, Practice Manager or a member of clinic staff as soon as possible.

This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

### Verbal Complaints

If you wish to speak to someone about an aspect of Cognacity private healthcare service, please try to do so as soon as possible, preferably before you leave the premises. Cognacity will make every effort to resolve your complaint as quickly as possible.

If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

### Written Complaints

All written complaints should be addressed Practice Manager. Please describe as fully as you can the nature of your complaint stating the following information:

- What you are unhappy about.
- When the incident took place.
- What clinic staff were present at the time.

All administrative complaints will be dealt with by the Practice Manager and all clinical complaints will be passed to investigating officer. Your complaint will be acknowledged in writing within two (2) working days, unless a full reply can be sent within five (5) working days.

Cognacity will carry out a full investigation of the nature of your complaint and offer to meet with you in order to resolve the issue/s.

You will receive a full written response within twenty (20) working days of the complaint being received.

If a full response cannot be given within twenty (20) working days of receiving your complaint, Practice Manager will write to you to explain the reason for the delay.

You will receive a full written response within five (5) days of a conclusion being reached.

### Care Quality Commission

If you are still unhappy about the outcome of your complaint, you may wish to contact the Care Quality Commission, the organisation that regulates Cognacity Wellbeing's private healthcare service.

To contact the CQC go to <http://www.cqc.org.uk> or call 03000 616161

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