



## Complaints Procedure - Information for Patients

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

At Cognacity Health Limited we do our best to ensure the time you spend in our care is as comfortable as possible and aim to provide you with an excellent personal and professional service but there may be times when your expectations are not met. We recognise 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 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 explains how we deal with your concern or complaint which will be dealt with as quickly as possible.

### What are the first steps?

When you make a complaint, it is helpful if you can explain what you would like to achieve. Under the complaints policy, we can:

- ☑ Carry out an investigation and offer an explanation for what happened.
- ☑ Take steps to help put the matters right and reassure you that we have done so.

### Patient Satisfaction Questionnaire

As part of our commitment to continuous improvement, we encourage our patients to provide feedback so that we can take into account your views and priorities. A tool we use for this is our Patient Satisfaction Questionnaire. We send out a Patient Satisfaction Questionnaire to all patients seen in our clinics on a regular basis. The feedback received from the surveys remains anonymous and is reviewed regularly. This information is also shared throughout the organisation to help all our teams to continuously improve the service.

### Verbal Complaints

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

We will respond to any concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature: Medical, Therapy, or Administration.

### What happens if I make a verbal complaint?

If you make a verbal complaint to a member of staff, it is a good idea to make a note of when you did this and who you spoke to. The manager will attempt to resolve your complaint immediately. If this is not possible, the complaint will be further investigated.

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

### Written Complaints

It is helpful to put all formal complaints in writing either directly or via email. All written complaints should be addressed to Deanna Tutty, Practice Manager. Please describe as fully as you can the nature of your complaint stating the following information:

- What caused you concern.
- When the incident took place.

- Which clinic staff were present at the time.
- What action you have already taken if any.
- What outcome do you want from your complaint.

All administrative complaints will be dealt with by the Operations Manager (Mrs Deanna Tutty d.tutty@cognacity.co.uk)) and all clinical complaints will be passed to the Investigating Officer (Dr Sylvia Tang – Consultant Psychiatrist and Head of Clinical Governance). The investigating officer will need to access your clinical notes and may need to discuss your complaint with all clinicians involved in your care to ensure a full investigation is carried out. By sending a written complain you are agreeing to this process.

Your complaint will be acknowledged in writing within two (2) working days, unless a full reply can be sent within five (5) working days.

It may be necessary to contact you by phone or to have a meeting to clarify your complaint.

Cognacity Health Limited will carry out a full investigation of the nature of your complaint.

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, Deanna Tutty, Operations 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.

If you are not happy about the outcome of the complaint, this will then be investigated by one of the partners at Cognacity. The partner will access all clinical notes and discuss the complaint with the Operations Manager, Clinical Complaints Manager and all clinicians involved in your care.

The complaints procedure involves the following people and/or organisations:

### **1. Local Resolution**

Your complaint will initially be handled by the company's senior management team.

If you are unhappy with the response, then you can appeal internally again via the clinic manger:

### **2. Internal Appeal**

At this level, your complaint will be the responsibility of the Directors of Cognacity Health, who will review the process followed and the response. This is an investigation of the handling of the original complaint and not new complaints. They will reply in writing within 20 days and you will be notified if there is any delay as above.

If you are unhappy with the appeal process and response you can apply for external adjudication:

### **3. Independent External Adjudication**

Cognacity Health is a subscriber member of the Independent Sector Complaints Adjudication Service (ISCAS) who can undertake an external independent review of your complaint on your behalf. your behalf.

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**Please be assured that Cognacity Health Limited will deal with all complaints confidentially and following investigation, will consider making changes to the clinic service to improve the healthcare services on offer to all patients.**

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