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Complaints Procedure - Information for Patients

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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.

At Cognacity we do our best to ensure the time you spend in our care is as comfortable as possible. We 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 kindly ask that you bring this to the attention of Deanna Tutty, head of Operations for clinics, 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 explain 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 consider 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 service, please try to do so as soon as possible. Cognacity 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 operations manager or deputy clinic manager will attempt to resolve your complaint immediately. If this is not possible, the complaint will be further investigated. 6

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, Operations 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 you would like 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 a clinician who will be someone not involved in your care already. 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 complaint, you are agreeing to this process**.
Your complaint will be acknowledged in writing within three (3) 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. Complex requests can take up to 60 days to complete but you will be notified of extensions required every 20 days.

If you are not happy with the outcome of the complaint, this will then be investigated by one of the directors at Cognacity. The director will access all clinical notes and discuss the complaint with the Operations Manager, clinical complaints investigator and all clinicians involved in your care.
If you are unhappy with the appeal process and response you can apply for external adjudication.

3. Independent External Adjudication

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