# ****Complaints Procedure – Information for Patients****

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

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 indeed make a complaint, we would kindly ask that you bring this to the attention of Lisa Gregory, Managing Director or a member of the 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 any aspect of our service, please try to do so as soon as possible, preferably before you leave the premises. We 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 to Lisa Gregory, Managing Director. 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.

**Complaining on behalf of someone else**

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so.  An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

**How we will handle your complaint**

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

Venturi Cardiology 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, Lisa Gregory, Managing Director, 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 Venturi Cardiology’s private healthcare service.

The address is: Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG

(Tel: 03000 616161). Internet: [http://www.cqc.org.uk](http://www.cqc.org.uk/)

**Please be assured that Venturi Cardiology 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.**