

Complaints

How to provide your feedback and complaints?

At Saba Health, we value your feedback as a vital tool for improving our services. This summary explains how you can raise a complaint and what you can expect from our process.

What is a Complaint?

A complaint is defined as an "expression of dissatisfaction that requires a response." This could be about the quality of our service, communication, staff behaviour, or adherence to procedures.

Complaints can be handled **informally** (as a concern) or **formally**, depending on the severity and your preference.

How to Make a Complaint?

You can send us your complaint in various ways:

- **Orally:** By phone (01279 874388), in person, or during a meeting.
- **In Writing:** By letter (Saba Health Clinic, Thremhall Park, Bishop's Stortford, CM22 7WE) or email (admin@sabahealth.co.uk)

Timeframe: Complaints should ideally be made within **six months** of the event or issue you are raising.

Who Can Complain?

- **The Individual:** You can complain if you received the service.
- **A Representative:** Someone can complain on your behalf, but they must have your consent or legal authority to do so (e.g., for a child or someone lacking capacity).

What Happens Next?

Acknowledgement: We will acknowledge your complaint within **three working days**. This acknowledgement will include:

- The name and contact details of the person handling your complaint.
- A summary of the actions we will take.
- **Full Response:** We aim to send you a full response within **20 working days**. If there is a delay, we will send you an update explaining the reason.

Investigating Your Complaint

We will conduct a thorough investigation, which may involve:

- Reviewing relevant correspondence and records.
- Interviewing the staff involved.
- Summarising the actions taken and any lessons learned for improvement.

If You are Not Satisfied (Second Stage)

If you remain dissatisfied after receiving our final response, you may raise your concerns with the **Care Quality Commission (CQC)**, who monitor the quality and safety of healthcare services. The CQC does not investigate individual complaints but uses this information to inform inspections and regulatory activity. Where applicable, you may also escalate your complaint to the **Independent Sector Complaints Adjudication Service (ISCAS)** for independent review. Concerns relating to a clinician's professional conduct may be raised with the relevant professional regulatory body (GMC, NMC).

Support for Complainants

We are committed to making the complaint process accessible. We will support you in overcoming any barriers to submitting your concerns, such as arranging for interpreters or advocacy services if needed.

Confidentiality

All information related to your complaint will be handled confidentially and only shared with those directly involved in resolving the issue.

Priorities : Your safety and well-being are paramount. If a complaint raises concerns about child protection or the safety of vulnerable adults, we are required to immediately escalate the issue to the appropriate safeguarding authority.