

DPCLINIC - Dr Dmitri Popelyuk

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COMPLAINTS PROCEDURE - Information for patients

DPCLINIC is committed to providing a high-quality independent healthcare service. We recognise that there may be occasions when patients may wish to complain about some aspect of the service. 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 a member of 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 the DPCLINIC service, please speak to a member of staff as soon as possible, preferably before your appointment is completed. Every effort will be made 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 Dr Dmitri Popelyuk, Medical Director and either posted to the address above or emailed to: manager@popelyuk.com . Please describe as fully as you can the nature of your complaint stating:

- **what you are unhappy about**
- **when the incident took place, and**
- **who was present at the time.**

Your complaint will be acknowledged within 3 working days. A full investigation will be carried out and we will offer to meet with you in order to discuss and resolve the issue/s. You will receive a full written response within 20 working days of the complaint being received. If a full response cannot be given within 20 working days, we will write to you to explain the reason for the delay. You will receive a full written response within 5 days of a conclusion being reached.

Escalating your complaint to the Independent Doctors Federation (IDF)

If you remain unhappy after DPCLINIC has responded to your complaint, you may escalate your complaint to the IDF to access a complaints resolution procedure. The address is:

**Independent Doctors Federation (IDF) CEO
The Medical Society of London
Lettsom House
11 Chandos St
Marylebone
London W1G 9EB**

Please be assured that DPCLINIC takes all complaints very seriously and following investigation, will consider making changes to the patient service.
