



Managing Concerns and Complaints Policy

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POLICY – MANAGING CONCERNS AND COMPLAINTS



1. COMPLAINTS PROCEDURE

NexEndo Healthcare takes your concerns and complaints very seriously and we welcome the opportunity to improve how people experience our service.

We always aim to respond in a timely manner. However, if your complaint cannot be addressed immediately and directly by a member of staff then this policy lays out the procedure for raising complaints and the process and timescales involved.

If you are unhappy with any aspect of the care, we provide you can raise your concerns directly with the regulator for your region; contact details are at the end of this policy.

You can report your complaint at any time to Healthcare Inspection Scotland whose details are provided within this policy.

If possible, in the first instance, please let us know why you are unhappy so we can try and help resolve your complaint directly.

We have a two-stage complaints procedure.

Stage one: early, local resolution

In the first instance we encourage individuals to discuss feedback, comments, concerns or complaints with the staff most closely involved so that where possible, issues can be resolved as quickly and informally as possible.

You will be given the opportunity to discuss your complaint in person.

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage two.

Stage two: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days *unless* there is clearly a good reason for needing more time.

2. RAISING A COMPLAINT

Complaints should normally be made within 6 months of an event or an incident or 12 months after finding out you have a reason to complain. If there is a good reason why this is not possible, and in exceptional circumstances, we may be able to extend this time limit, at our discretion and in discussion with you.

Concerns and complaints can be made verbally, in writing or by email. If you make your complaint verbally, we will provide you with a written copy.

POLICY – MANAGING CONCERNS AND COMPLAINTS



All Incidents are reviewed by our Senior Management Team chaired by our Clinical Director and reported at board level.

If complaining on behalf of someone else, you must be able to provide their written consent for you to do so, unless it is on behalf of:

- A deceased person
- A person who has been assessed as lacking capacity to make their own decisions
- A non-Gillick competent child – please note this is for England and Wales only ¹.

Who to contact

You can raise your concern/complaint to **Director of Nursing (Clinic manager)** by **telephoning**: or **emailing** complaints@nexendo-healthcare.co.uk

NHS services

If you have been a patient of Nexendo Healthcare as part of an NHS outsourcing or insourcing service, you can direct your complaint to the NHS complaints team associated with your local NHS board if you do not wish to use NexEndo Healthcare complaints process. These details can be provided to you on request and are found online in relation to the specific Scottish NHS board. We ensure complaints are dealt with in line with Patient Rights (Scotland) Act 2011 and the Patient Rights (Complaints Procedure and Consequential Provisions) (Scotland) Regulations 2012

What to include

To help us with your concern or complain, you should tell us

- what your concern/complaint is about
- what happened, where it happened and when it happened
- who was involved?
- the names of any witnesses

Response times

- All complaints will be acknowledged within three (3) working days.
- A full investigation of the issues raised will be undertaken and progress reported to the complainant.
- All those involved in the Complaint will have the opportunity to give their feedback.
- The investigation will be undertaken by the Operational Manager/Director of Nursing who will put together a response within twenty (20) working days from the date the complaint was received.
- If the investigation of a complaint is going to exceed the twenty (20) working days identified in this policy, we will advise the complainant so that they are aware of the delay and reason for this delay.

A full report addressing the issues raised will be sent to the Complainant.

POLICY – MANAGING CONCERNS AND COMPLAINTS



3. UNRESOLVED ISSUES

If you feel the issue remains unresolved, please write to the Chief Operating Officer (COO) at who will pass it on for further investigation by a senior member of the team as follows:

Alena Duncan
Chief Operating Officer
NexEndo Healthcare
alena@nexendo-healthcare.com

We aim to address all complaints in a satisfactory manner in the event that you remain dissatisfied then we will try to work with you to provide a solution, which you find acceptable.

In some cases, it may be appropriate to have a face-to-face meeting between the parties to try and address the issues and identify a mutually satisfactory solution.

If, however, we are unable to resolve your complaint in a satisfactory manner you are entitled to raise this with an external regulator.

For complaints regarding NHS services unresolved issues can be referred to the Health Service Ombudsman whose details are below. At all times NexEndo will abide by the standards and processes outlines by the Ombudsman services across the UK and assist in all aspects of ongoing investigations.

External Regulators

Complaints regarding unresolved or dissatisfied responses or investigations refer to the Ombudsman:

England & Wales	Scotland
www.Ombudsman.org.uk	www.spsa.org.uk

Both organisations have online complaint forms.

Complaints about the standard of care provided by a Medical Consultant should be directed to:

General Medical Council
www.gmc-uk.org/concerns/making_a_complaint

Complaints about the standard of care provided by a Registered Nurse:

Nursing and Midwifery Council
www.nmc.org.uk/concerns-nurses-midwives/concerns-complaints-referrals
Telephone: 020 7333 9333

Both above organisations have online complaints forms.

Complaints about the standard of care provided in Scotland should be directed to:

Healthcare Improvement Scotland

POLICY – MANAGING CONCERNS AND COMPLAINTS



Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant. Contact details are:

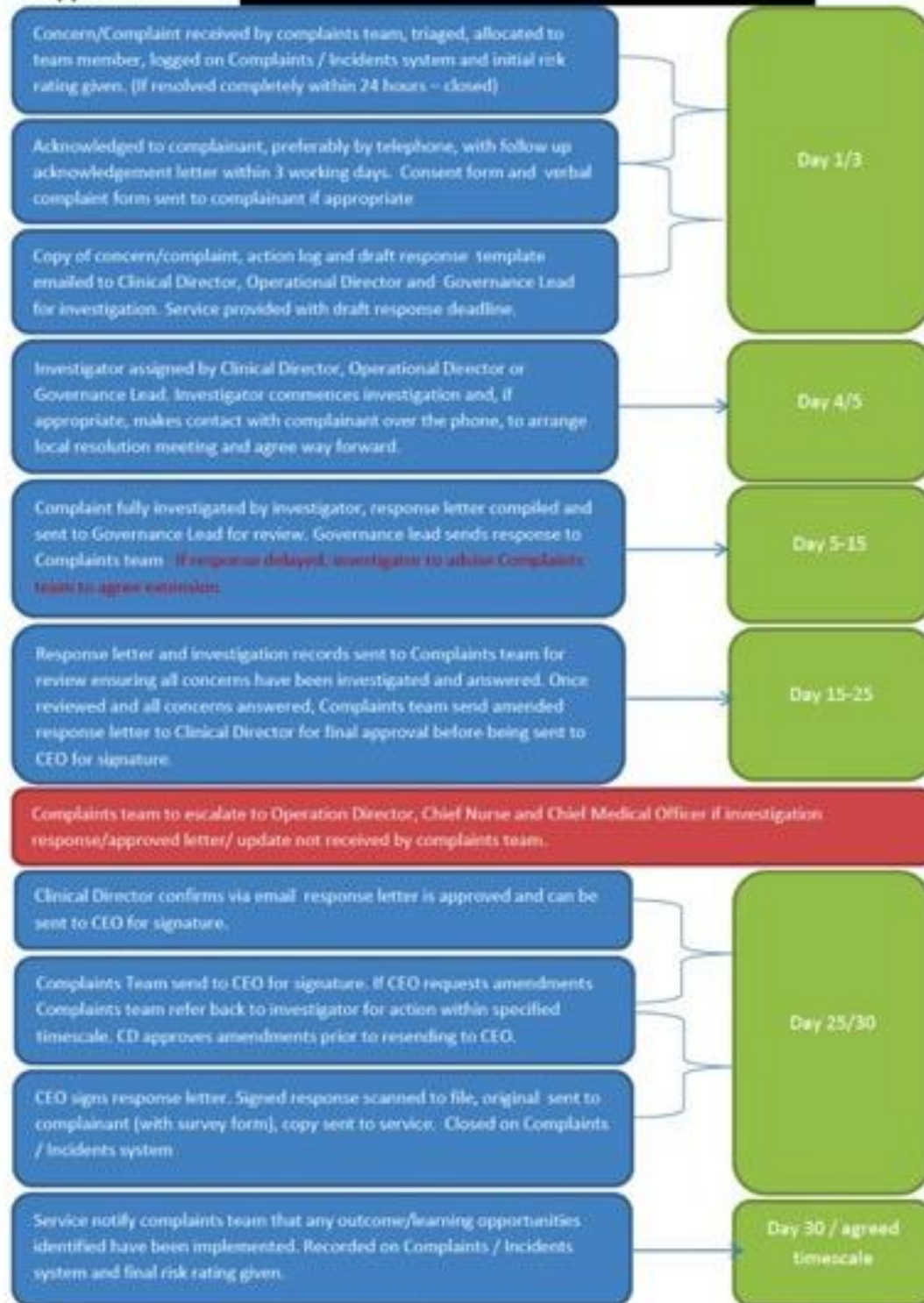
Programme Manager
Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square,
1 South Gyle Crescent,
Edinburgh
EH12 9EB
Email: his.ihtregulation@nhs.scot

Concerns about the standard of care provided by NexEndo in England, Wales or Northern Ireland should be directed as follows:

England	Wales	Northern Ireland
CQC National Customer Service Centre Citygate, Gallowgate Newcastle upon Tyne NE1 4PA	Healthcare Inspectorate Wales Welsh Government Rhydycar Business Park Merthyr Tydfil CF48 1UZ	The Regulation and Quality Improvement Authority 9th Floor Riverside Tower 5 Lanyon Place, Belfast, BT1 3BT
Telephone: 03000 616161	Telephone: 0300 062 8163	Telephone: RQIA's Duty Inspector (Mon-Fri 9am-5pm): 028 9536 1990
	Email hiw@gov.wales	Email: info@rqia.org.uk
Website: https://www.cqc.org.uk/	Website: https://hiw.org.uk/	Website: https://www.rqia.org.uk/

ⁱ The Age of Legal Capacity (Scotland) Act (the Scottish Act) determines that it is the young person's 16th birthday that draws the line between childhood and adulthood. The Scottish Act has also provided that in certain circumstances a person under age 16 years will be deemed to have the capacity to consent to any surgical, medical, or dental treatment or procedure with the proviso that he/she is capable of understanding the nature and consequences of the proposed treatment or procedure.

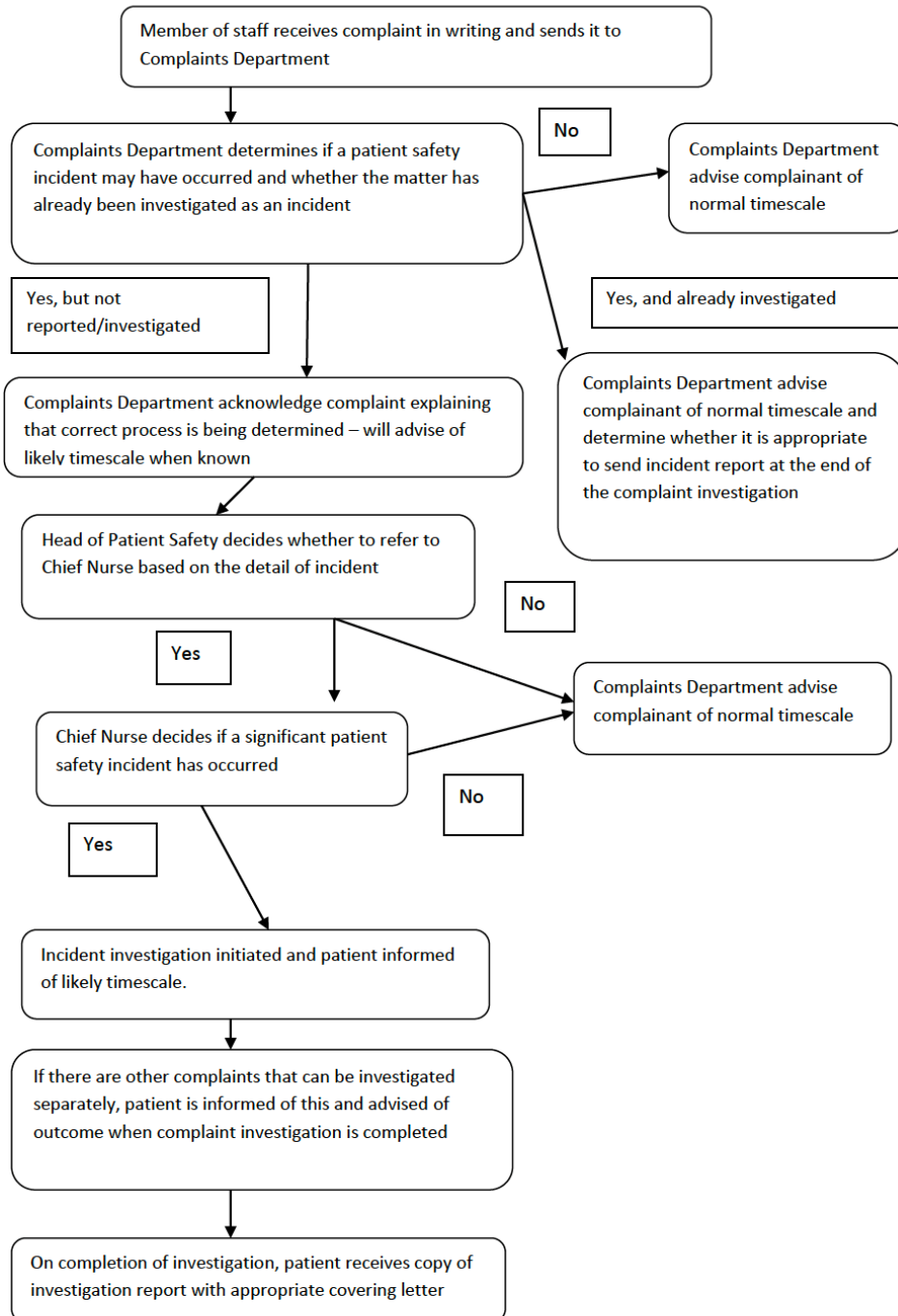
Appendix 1



Managing Concerns and Complaints Policy and Procedure

Page 21 of 27

Appendix 2 Complaints and Incidents Flowchart



Appendix 3

Assessing the seriousness of the complaint

Assessing the seriousness of a complaint correctly will ensure that an appropriate investigation is conducted. All concerns/complaints received will be triaged to assess the level of investigation required.

Seriousness	Description
Low	Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care OR Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation.
Medium	Service or experience below reasonable expectations in several ways, but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation.
High	Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation, and so require investigation. Possibility of litigation and adverse local publicity OR Serious issues that may cause long-term damage, such as grossly substandard care, professional misconduct or death. Will require immediate and in-depth investigation. May involve serious safety issues. A high probability of litigation and strong possibility of adverse national publicity.

Step 2: Decide how likely the issue is to recur

Likelihood	Description
Rare	Isolated or 'one off' – slight or vague connection to service provision.
Unlikely	Unusual but may have happened before.
Possible	Happens from time to time – not frequently or regularly.

POLICY – MANAGING CONCERNS AND COMPLAINTS



Likely	Will probably occur several times a year.
Almost certain	Recurring and frequent, predictable.

		Potential Severity Consequence				
		Insignificant	minor	moderate	major	catastrophic
		1	2	3	4	5
Likelihood						
Almost Certain	5	yellow	yellow	orange	red	red
Likely	4	yellow	yellow	orange	red	red
Possible	3	green	yellow	orange	red	red
Unlikely	2	green	green	yellow	orange	red
Rare	1	green	green	yellow	orange	red