KT Healthcare

How to Make a Complaint

KT Healthcare

YOU CAN SPEAK UP

We want you to tell us if you are unhappy with our service. We will listen, treat you fairly, and use your feedback to improve. Making a complaint will not affect your care or future support.

Contact us

Phone: 0333 004 7700

Email: patientexperience@kirsoptaylorhealthcare.com

Online: Download our complaints form here and email the completed form to the email address above

Post: KT Healthcare, First Floor, Unit 2 – 3, Block B, Southern Gate, Chichester, West Sussex, PO19 8GR

You can complain in the way that works best for you

- Tell a member of staff in person or by phone.
- Send us an email or letter.
- Use our secure online form.
- Ask a family member, carer, advocate, or trusted person to help you.

If you complain by speaking to us, we will write down what you tell us and share the summary with you to check it is correct.

Support and accessibility

Tell us what would make the process easier for you. We can offer reasonable adjustments, including:

- easy-read, large-print, audio, digital, translated, or interpreted information;
- visual aids or simpler language;
- more time to talk or respond;
- quiet or sensory-friendly meetings;
- virtual meetings; and
- support from a representative or independent advocate.

You can tell us your preferred way to communicate. We will treat requests positively and without delay.

What can you complain about?

You can complain about any part of our services. This may include:

- the quality, safety, or accuracy of an assessment or report;
- communication, administration, or access to our service;
- staff conduct or professionalism;
- reasonable adjustments, equality, or inclusion;

- online assessment systems or our physical environment;
- delays to appointments, correspondence, or information; or
- a policy or process not being followed.

What happens after you complain?

1. **We acknowledge your complaint — Within 3 working days:** We will tell you who is handling it and explain what happens next.
2. **We investigate — Fairly and independently:** We will review relevant information and involve clinical oversight when needed.
3. **We respond — Normally within 30 days:** You will receive our findings, the outcome, and any action or learning.
4. **We keep you updated — If there is a delay:** We will explain why and give you a revised completion date.

Possible outcomes

We will tell you whether your complaint is:

- **upheld** — we agree with it;
- **partly upheld** — we agree with some of it; or
- **not upheld** — the evidence does not support it.

Where appropriate, we will explain what went wrong, apologise, and tell you what we will change.

If you are unhappy with our response

You can ask for a Stage 2 internal review. The review will be carried out by the Registered Manager, if they were not previously involved, or by an independent reviewer appointed by KT Healthcare. We aim to complete the review within 30 days. If it takes longer, we will tell you why and give you a new date.

Independent organisations

After our internal process, you may contact:

- **Parliamentary and Health Service Ombudsman:** www.ombudsman.org.uk | 0345 015 4033. This route may apply to unresolved complaints about NHS-funded healthcare.
- **Care Quality Commission:** www.cqc.org.uk | 03000 616161. The CQC does not investigate individual complaints, but you can tell it about concerns regarding safety, quality, or dignity of care.
- **NHS England or the relevant Integrated Care Board:** www.england.nhs.uk | 0300 311 22 33, where the service was commissioned or funded by the NHS.

You can also ask for free, independent support from the Independent Health Complaints Advocacy Service.

Your rights, privacy, and safety

- We will treat you with dignity, respect, fairness, and without discrimination.
- Your complaint will not reduce your access to care, treatment, or support.
- We will keep information confidential and share it only with people who need it to investigate or resolve the complaint.
- We may need to share limited information without consent when required by law or to protect someone from serious harm.
- If your complaint raises a safeguarding concern, we will act promptly under our safeguarding procedures.

How complaints help us improve

We record and review complaints to identify themes, improve our services, update policies, and support staff learning. We will tell you about relevant changes made because of your complaint where appropriate.

Quick summary

What you need	Quick answer
Make a complaint	Call 0333 004 7700, email patientexperience@kirsoptaylorhealthcare.com, write to us, download and complete our complaints form from our website and email to us on the email address above, or tell a member of staff.
Acknowledgement	Within 3 working days.
Full response	Normally within 30 days.
Need support?	Ask for reasonable adjustments, accessible information, an interpreter, or help from a representative or advocate by contacting us on the details above.
Unhappy with the response?	Ask for a Stage 2 internal review, then consider the relevant independent organisation.

Policy reference: KT-POL-001 | Version 1.0 | Ratified March 2026 | Review March 2027

This page summarises the KT Healthcare Complaints Policy. If you would like to see the full policy, please contact us to request a copy.