



# Complaints Policy

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## 1 Complaints Procedure

Enigma Healthcare takes 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.

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.

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.

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

## POLICY – MANAGING CONCERNS AND COMPLAINTS



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 [\[1\]](#).

<b>Who to contact</b>	You can raise your concern/complaint to <b>Clinic Director Katie Biddiss</b> by <b>telephoning</b> 01829 863331: or <b>emailing</b> c/o <a href="mailto:complaints@enigmahealthcare.co.uk">complaints@enigmahealthcare.co.uk</a>
<b>What to include</b>	To help with your concern or complaint, tell us: <ul style="list-style-type: none"><li>• what your concern/complaint is about</li><li>• what happened, where it happened and when it happened</li><li>• who was involved?</li><li>• the names of any witnesses.</li></ul>

### 3 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 either Practice Manager, Clinic / Medical Director or our Nurse Manager who will put together a response within twenty (20) working days.
- 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.

### 4 Unresolved Issues

If you feel the issue remains unresolved, please write to the Chief Executive Officer (CEO)

Peter George  
CEO  
Enigma Healthcare  
76 High Street  
Tarpoley  
Cheshire  
CW6 0AT

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 EH will abide by the standards and processes outlined by the Ombudsman services across the UK and assist in all aspects of ongoing investigations.

## **5 External Regulators**

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

England & Wales <a href="http://www.Ombudsman.org.uk">www.Ombudsman.org.uk</a>
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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](http://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](http://www.nmc.org.uk/concerns-nurses-midwives/concerns-complaints-referrals)

Telephone: 020 7333 9333

## POLICY – MANAGING CONCERNS AND COMPLAINTS



Concerns about the standard of care provided by EH in England should be directed as follows:

England
<b>CQC National Customer Service Centre</b> Citygate, Gallowgate Newcastle upon Tyne NE1 4PA <b>Telephone:</b> 03000 616161 <b>Website:</b> <a href="https://www.cqc.org.uk/">https://www.cqc.org.uk/</a>