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# Kat & Co Complaints Procedure

Kat & Co aims to provide all Patients with the highest standards of care and customer service. If we fail to achieve this, we listen carefully and respond to complaints swiftly acknowledging any mistakes and rectifying them so that we can make improvements to our service. The complaints full policy is made available to Patients, their affected relative or a representative when they first raise concerns about any aspect of the service they have received.

There will be 3 stages to the clinic's complaints process: -

• Stage 1 – Local resolution;

• Stage 2 – Internal appeal;

 • Stage 3 – Independent external review.

**Stage 1 - Local Resolution**

1. All complaints should be raised directly with the Clinic Manager in the first instance and should normally be made as soon as possible / within 6 months of the date of the event complained about, or as soon as the matter first came to the attention of the complainant.

2. The Patient will be given a copy of our complaints procedure and invited to attend a face to face meeting with the Clinic Manager and other relevant parties to talk through their concerns and to try and resolve the issue at an early stage.

3. The Clinic Manager will go through a thorough process of investigation to include reviewing the case in detail and taking statements from all staff members / doctors concerned. The Clinic Manager responds directly to the person who has made the complaint, whether the complaint was made verbally, by letter, text or email.

4. To make a formal complaint the complainant should write or e-mail the Clinic Manager clearly stating the nature of their complaint and as much detail concerning dates, times and if known names of staff members. This will enable us to acknowledge and address the issues raised promptly and effectively

5. The Clinic Manager will acknowledge receipt of a written complaint, to the complainant’s postal address provided (or via email) within 3 working days of receipt.

6. The Clinic Manager or their designated person will investigate all complaints.  Where the Clinic Manager is unclear on any point or issue regarding the complaint, the complainant will be contacted to seek clarification.

7. A full response to the complaint will usually be made within 20 working days or, where the investigation is still in progress, send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days. The aim should be to complete stage 1 in most cases within three months.

8. In the event that the complainant is dissatisfied with the response to their complaint they can escalate their complaint to Stage 2, and must do so in writing, within 6 months of the final response to their complaint at Stage 1.

**Stage 2 - Complaint Review**

1. If the complainant escalates their complaint to Stage 2, the Clinic Manager will provide a written acknowledgement to complainants within 3 working days of receipt of their complaint at stage 2.

2. The Clinic Manager will have arrangements in place by which to conduct an objective review of the complaint. Normally this will involve a senior member of staff who has not been involved in handling of the complaint at stage 1.

3. Stage 2 shall involve a review of all the documentation and may include interviews with relevant staff. The records made as part of the stage 2 review should be complete and retained since these may be required for a stage 3 process.

4. Provide a review of the investigation and the response made at stage 1.

5. Invite the staff or team that responded at stage 1 to make a further response, where there is an opportunity to resolve the complaint by taking a further look at a specific matter. The complainant should be kept informed where this happens.

6. Consider whether the review at stage 2 would be supported by facilitating a face-to-face meeting (or teleconference, where acceptable) between the complainant and those who responded to the complaint at stage 1.

7. Provide a full response on the outcome of the review within 20 working days or, where the investigation is still in progress, send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days.

8. The aim should be to complete the review at stage 2 in most cases within three months.

9. In the event that the complainant is dissatisfied with the response to their complaint they may escalate their complaint to Stage 3.

**Stage 3 - Independent External Adjudication**

At Stage 3 complainants have the right to an independent external adjudication of their complaint. Requests for independent external adjudication should be made to The Independent Sector Complaints Adjudication Service (ISCAS), in writing, within 6 months of receipt of the Stage 2 decision letter.

Complainants cannot access Stage 3 until they have gone through Stages 1 and 2 and ISCAS will direct complainants back to Provider where appropriate. To access Stage 3, complainants are asked to sign a ‘Statement of Understanding and Consent’, thereby agreeing to the parameters of Stage 3.

 Complainants will need to set out in writing for the Adjudicator:

(a) The reasons for the complaint

(b) What aspects of the complaint remain unresolved after Stages 1 and 2

(c) What outcome the complainant is seeking from Stage 3

ISCAS contact details are as follows:

By Post:

ISCAS

70 Fleet Street

London

EC4Y 1EU

Email: info@iscas.org.uk

Telephone: 020 7536 6091