



Your opinion
matters to us



At The London Clinic we are committed to providing the highest standards of care for our patients and visitors

We continually monitor and look for ways to improve the care we deliver. One of the ways we can reach our aim is to listen to our patients' feedback or concerns, learn from their experiences and make any changes necessary to ensure we are continually improving our service. This means that we can reassure you that raising a concern or complaint will not affect the care or service that you receive.



How do I raise a concern or an issue whilst I am at The London Clinic?

If you have concerns about care, treatment or the services being provided please ask to speak with the member of staff in charge of the department. This allows for immediate action to be taken to resolve the issues, where possible. There is always a senior member of staff in charge of the hospital 24-hours a day who can be contacted as required.

Feedback and formal concerns

If your experience at the hospital wasn't as expected, we want to know what we could have done differently. You may not want to make a formal complaint, but you may have some suggestions or ideas you want to share with us. We welcome all feedback as we know this helps us to provide the highest standards of care and treatment.




You can email your views to

feedback@thelondonclinic.co.uk



Or you can speak to our Patient Relationship Manager on

(0)20 7535 5500



Unhappy?

Let's resolve it together

Formal complaints

If you would like to make a formal complaint it is best to do so as soon as possible once the issue has been identified. Your concern should be raised within six months of the incident or within six months of realising you have something to complain about. These timeframes may not apply if there are valid reasons for not making the complaint sooner.

Our complaints process and policy adhere to the Independent Sector Complaints Adjudication Service (ISCAS) Code of Practice. Please put your complaint in writing via email to: complaints@thelondonclinic.co.uk

Or by post to:

Head of Patient Experience
The London Clinic
20 Devonshire Place
London W1G 6BW

Please provide your full name, address, date of birth, contact information and as much detail as possible about the concerns you have. This information is required to progress your complaint investigation. If you are unable to write to us then please ask to speak with a senior member of staff or call us on **0207 535 5500** and we will support you to make your complaint verbally.

Please note, we have language and British Sign Language interpreters for patients with additional communication needs. If you have any other communication needs, or wish to request this leaflet in another language or easy-read format, please contact us on **0207 535 5500** or via email at complaints@thelondonclinic.co.uk

If you are complaining on behalf of a friend or relative we will write to the patient requesting that they complete a consent form to authorise us to disclose information to the person complaining. This is to ensure we comply with data protection legislation. If the patient is unable to consent we will offer further appropriate guidance. Please be aware that during the complaint investigation, it may be necessary to access your clinical or personal data in order to provide you with a full response. We will work hard to ensure your complaint is dealt with properly

Stage 1

A written acknowledgement will be provided to you within two working days of the complaint being received. You will be given the name and contact details of a person who will be your point of contact during the complaints process and an opportunity to meet with relevant members of staff to discuss your complaint will be offered. We aim to provide a full response to the complaint within 20 working days. However, where this is not possible because the investigation is still in progress, a letter or email will be sent explaining the reason for delay. We hope to resolve all complaints at stage 1, if this is possible.

Stage 2

If you are unhappy about the outcome of your complaint at stage 1, you can ask for your complaint to be reviewed. This is an internal review process and should be requested within six months of receiving your response from us. The purpose is for a senior member of staff not involved at stage 1 to conduct an objective review of the stage 1 complaint. A full response should be provided to you within

20 working days. Where this is not possible because the investigation is still in progress a letter (or email) of explanation will be sent explaining the reason for delay with a new timeframe.

Stage 3

If you are dissatisfied with the outcome of the internal review at stage 2, you are able to escalate the complaint to the Independent Sector Complaints Adjudication Service (ISCAS). This must be requested within six months of the outcome of the internal review. You can request an independent adjudication of your complaint by writing to:

ISCAS, 100 St Paul's Churchyard,
London EC4M 8BU
info@iscas.org.uk
www.iscas.org.uk
020 7536 6091

We are here to support you with raising concerns. You can contact us on:

(0)20 7535 5500



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