



## HOW TO MAKE A COMPLAINT

We aim to provide the highest standards of care but we recognise that on occasion the service may not run as smoothly as it should. If something does go wrong, we have a simple procedure in place to ensure that your concerns are dealt with quickly and effectively. The first step is to speak to a member of staff at our clinic. If we cannot resolve your concern to your satisfaction at the time of your appointment and you wish to make a formal complaint, you can do so in the following ways:

- Email our Head Office: [complaints@dhc.uk.com](mailto:complaints@dhc.uk.com)
- Call 0161 929 5679 asking for the Compliance Manager
- Write to the Compliance Manager, Diagnostic Healthcare Limited, The Royals, 353 Altrincham Road, Manchester M22 4BJ

### WHAT IS THE TIME LIMIT FOR MAKING A COMPLAINT?

You should normally complain within 6 months of the event(s) concerned or within 6 months of becoming aware that you have something to complain about.

### INFORMATION ABOUT YOUR COMPLAINT

It is important that you provide us with detailed information about your complaint including:

- Background
- Location
- Date of incident
- Staff involved
- Type of scan
- Issues that you would like to address and what it is that you hope to achieve through the complaint process.

### WHO WILL HANDLE MY COMPLAINT?

One of our senior managers will handle your complaint and this will be coordinated by the Compliance Manager.



### **WHEN WILL I RECEIVE A RESPONSE TO MY COMPLAINT?**

We aim to give you a written acknowledgement of your complaint within 5 working days of receipt. A full response will be made within 10 working days.

If for some reason the process can't be completed within 10 days, you will receive a letter keeping you informed of the progress. All complaints are dealt with confidentially and impartially.

### **WHAT CAN I DO IF I AM UNHAPPY WITH OUR RESPONSE TO YOUR COMPLAINT?**

If you are not happy with the outcome of the complaint you are entitled to request the matter be brought before the Chief Executive Officer.

### **NEXT STEPS**

If you are not happy with the way the organisation has dealt with your complaint at a local level, you may ask either The Independent Healthcare Advisory Service (private patients) or The Parliamentary and Health Service Ombudsman (NHS patients) to review your complaint. You can also contact the regulator Care Quality Commission (CQC) if you choose to share your concerns with them:

Independent Healthcare Advisory Service  
Centre Point  
103 New Oxford St  
London  
WC1A 1DU  
Tel: 020 7379 8598  
[www.independenthealthcare.org.uk](http://www.independenthealthcare.org.uk)

The Parliamentary & Health Service  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 045 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
[www.cqc.org.uk](http://www.cqc.org.uk)



We keep a record of every complaint and review how many we receive and the reasons for each complaint. We use this information together with our customer surveys to make sure we continually improve the service standards we provide. Please note this complaints procedure does not affect your legal rights.

### **CONFIDENTIALITY**

If you are making a complaint on behalf of someone else, we may write to you requesting the authorisation of the person involved to disclose confidential information about them to you.

If the patient is unable to provide such consent because they have died, have a long term illness or disability, then, if you are not registered as their next of kin, we will ask for appropriate authorisation for you to act and receive information on the patient's behalf; i.e. written consent from the Next of Kin, Executor of a will. This is because we are required to do so by law to protect patient confidentiality.