

# Complaints Leaflet

BANES Community Skin Surgery Service



## Community Skin Surgery Service

We will always do our utmost to give you the best care and treatment possible, but if we don't, please let us know. We welcome all forms of feedback from people who use our services. However, we understand and appreciate that we do not always get it right, so when we don't, we welcome your feedback and advice on what we can do to improve our services.

## Who shall I complain to?





If you would like to make a complaint to our service, please try and speak to a member of the Clinical Services team who may be able to help you before you process a complaint. However, we appreciate that you may not always want to do this, so alternatively, you can contact our Clinical Services Coordinator Elika Zamani to raise your concerns.

## Who can complain?

Patients themselves can make a complaint or they are welcome to ask a friend, relative or carer to help them.

## How can I complain?

ID Medical appreciates the variety of people that use their services, so they understand people need to be able to complain in multiple formats. We accept complaints in the following ways:

-  **In writing**
-  **Verbally**
-  **Email**
-  **Via telephone**

## Our contact information

-  **ID Medical, ID House, 1 Mill Square, Featherstone Road, Wolverton Mill, Milton Keynes, MK12 5ZD**
-  **01225 418 888**
-  **MOService@id-medical.com**

Unfortunately, we are not always able to change what has happened, but we will always strive to use complaints as learning opportunities and analyse trends to support a programme of continuous improvement. Our centralised complaints team can also help you if you would like to take your complaint further. You can contact them on:

 **01908 552820**

 **feedback@id-medical.com**

 **<https://www.id-medical.com/contact-us>**

## Acknowledging your complaint

Upon receipt of a complaint, the complaint handler will assess the issues and concerns raised and seek support from governance team or clinical lead.

All complaints received will be acknowledged in writing within 2 working days of receipt or from when the signed verbal statement or written/emailed complaint is received.

ID Medical will always try their very best to respond to all complaints within 10 working days; however, this is not always possible and the time frame may need to be extended. If this happens, the complainant will be notified and provided with an estimated response time.

## Local Patient Advice and Liaison Service (PALS)

You can ask for advice, raise concern or complaint with local PALS team.

 **0300 561 0250**

 **scwcsu.palscomplaints@nhs.net**

 **[www.bsw.icb.nhs.uk/contact-us/compliments-and-complaints](http://www.bsw.icb.nhs.uk/contact-us/compliments-and-complaints)**

## Escalating complaints

We will always try our very best to help deal with your complaint; however, if you feel dissatisfied with how your complaint has been dealt with complainants will be advised to escalate to Parliamentary Ombudsmen.

Parliamentary and Health Service Ombudsman can help investigate complaints within the National Health Service. You can access more of their information via their website:

 **[www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint)**

Or via telephone:

 **0345 015 4033**

## Other information and details

If you would like any further information, please visit our website:

 [www.id-medical.com](http://www.id-medical.com)

We are always happy to help you in any way we can, so please do not hesitate to contact us via the online form or telephone.

## Need more help?

We always try our best to accommodate and help all of our service users. If you require this leaflet in a different language or format, please contact our main office and ask to speak to our Clinical Services Coordinator Elika Zamani or email us:

 **01225 418 888**

 **MOservice@id-medical.com**