

Complaints Leaflet

Minor Operations 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.

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 inform a programme of continuous support.

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](https://www.id-medical.com/contact-us)**

Who should 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 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 formats:


 **In writing**

 **Verbally**

 **Email**

 **Via telephone**

Our contact information

 **ID Medical,
Unit 2,
1 Mill Square,
Featherstone Road,
Wolverton Mill,
Milton Keynes,
MK12 5ZD**

 **01473 927550**

 **MOService@id-medical.com**

Acknowledging your complaint

Upon receipt of a complaint, the complaint handler will assess the issues and concerns raised and seek support from the 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.

At ID Medical, we will always try our 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.

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, you will be advised to escalate to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman can help investigate complaints within the National Health Service. You can access more information via the 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/minor-surgery-
service-ipswich-east-suffolk](http://www.id-medical.com/minor-surgery-service-ipswich-east-suffolk)**

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:



01473 927550



MService@id-medical.com

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