

Complaints Procedure



1 SCOPE

This procedure covers all complaints to Hollywood Private Clinic Ltd from their customers (i.e. Patients)

2 OBJECTIVE

The objective of this procedure is to ensure that all complaints are recorded and individually dealt with and to ensure that where possible such complaints do not reoccur. All complaints are taken seriously and dealt with promptly and effectively to achieve a satisfied outcome.

3 METHOD

Complaints may be made by patient or persons acting on their behalf providing they have obtained the patient's consent. The complaint is recorded on Hollywood Private Clinic's Complaint Form.

Complainants should be encouraged to raise their concerns with any staff member, who reports this to Clinic Manager, who endeavours to resolve this immediately where possible and if necessary, passes the complaint onto Management team. A satisfied outcome is recorded in Hollywood Private Clinic Ltd's Complaint Book. If the matter cannot be successfully resolved, they are then requested to put their complaint in writing to the Clinic Manager/Directors.

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Hollywood Private Clinic Ltd
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N.Ireland

All complaints to the Clinic Manager/Directors are investigated and responded to within 20 working days and when this is not possible, complainants are kept informed of any delays.

If, after this, the complainant is still not satisfied the complainant may approach the N.I. Commissioner for Complaints (Ombudsman) if they remain dissatisfied with the above action.

4 REVIEW

All complaints are recorded in the Patients Complaints Book and are subject to periodic review (i.e. Management Review Meetings) in order to identify any trends or weaknesses in the quality system and hence take the necessary corrective action.

APPENDIX 1 – COMPLAINTS MEMO

To all patients,

At Hollywood Private Clinic Ltd continuous achievement of our customer satisfaction levels is of the utmost importance and through teamwork and commitment we continually seek to identify areas in which we can improve our Clinic.

However, in the event of you being dissatisfied with any aspect of the care in Hollywood Private Clinic Ltd, we would ask you to, at the outset, raise any concerns with the Clinic Manager. If the matter cannot be resolved successfully, please register the complaint in Hollywood Private Clinic Ltd's Complaints Book which is held in the office, and then notify the Clinic Manager/Directors. All complaints to the Clinic Manager/Directors are investigated and responded to within 20 days and when this is not possible, complainants are kept informed of any delays. Outcomes from the Complaint Investigation are recorded in Hollywood Private Clinic Ltd's Complaints Book.

If following all of this you remain dissatisfied, you may refer your complaint to the N.I. Commissioner for Complaints (Ombudsman).

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