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## Living Centre Clinic (LCC) Complaints Handling Policy

### Our complaints policy

*We are committed to providing a high-quality clinical service to all our patients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.*

### (A) Standard of Clinical Care Complaints

If you have a complaint, please contact us with the details of the issue. We have eight weeks to consider your complaint. If the LCC has not resolved it within this time you may complain directly to the registration body the consultant belongs to. The LCC will advise you of this.

### What will happen next?

- 1) We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- 2) We will then investigate your complaint. This will normally involve passing your complaint to the LCC Clinic Director, Mr Vispi Jamooji. He will review your matter / file and speak to the member of staff who treated you.
- 3) The LCC will then invite you to a meeting to discuss and hopefully resolve your complaint. The LCC will do this within 14 days of sending you the acknowledgement letter. (You may attend this meeting alone or with a family member as you wish).
- 4) Within three days of the meeting, the LCC will write to you to confirm what took place and any solutions agreed with you.
- 5) If you do not want a meeting or it is not possible, the LCC will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 6) We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 7) If you are still not satisfied, you can contact the Registration Body, governing professional standards and fitness to practice. We will provide this information to you.



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**(B) Complaint against any member of the non-clinical staff, or in relation to the level of service provided**

We will apply the same format as above. In these cases the Clinic Director's decision would normally be final. However if you feel you have experienced any form of unlawful discrimination or unfair treatment on the grounds of your race, gender, disability, sexuality, faith/belief or age, we would refer the matter on as a legal issue once the above process has been exhausted.