KING EDWARD VII's HOSPITAL

# Making a complaint

Reg. Charity No. 208944

# If you have a complaint

At King Edward VII's Hospital, our aim is to provide the highest standard of patient care in a safe and supportive environment. Our staff will do their best to ensure the time spent in our hospital is as comfortable as possible whilst providing you with personal and professional care.

One of the ways we can reach our aim is to listen to our patients' concerns, learn from their experiences and to make any changes necessary to ensure we are continually improving our service. We assure you that your care will not be compromised if you make a complaint or raise a concern.

Our complaints process is in line with the Independent Healthcare Sector Complaints Adjudication Service (ISCAS) Code of Practice, 2017.

# If you have concerns

If you have concerns about care, treatment or the services being provided to yourself, or a relative, please ask to speak with the member of staff in charge of the department. This allows for immediate action to be taken to resolve the issues where possible. There is always a senior member of staff in charge of the hospital 24 hours a day who can be contacted as required.

Unhappy?
Let's resolve it together.

# Making a complaint

If you would like to make a formal complaint it is best to do so as soon as possible once the issue has been identified. Your concern should be raised within six months of the incident or within six months of realising you have something to complain about. These timeframes may not apply if there are valid reasons for not making the complaint sooner.

Please put your complaint in writing via e-mail to complaints@kingedwardvii.co.uk or by post to:

Matron's Office,
King Edward VII's Hospital,
5-10 Beaumont Street,
Marylebone,
London,
W1G 6AA.

Please provide your full name, address, date of birth, contact information and as much detail as possible about the concerns you have as this information is required to progress your complaint investigation. If you are unable to write to us then please ask to speak with a senior member of staff about your complaint who will guide you. Please note, we have language and British Sign Language interpreters etc for patients with additional communication needs.

If you are complaining on behalf of a friend or relative we will write to the patient requesting they complete a consent form to authorise us to disclose information to the person complaining. This is to ensure we comply with data protection legislation. If the patient is unable to consent we will offer further appropriate guidance.

Please be aware that during the complaint investigation, it may be necessary to access your clinical or personal data in order to provide you with a full response.

We will work hard to ensure that your complaint is dealt with promptly.

## What happens next?

A written acknowledgement will be provided to you within 3 working days of the complaint being received in the hospital. You will be given the name and contact details of a person who will be your point of contact during the complaints process. An opportunity to meet with relevant members of staff to discuss your complaint may be offered. We aim to provide a full response to the complainant within 20 working days. However, where this is not possible because the investigation is still in progess a letter (or email if this is your preferred communication) will be sent explaining the reason for delay at least every 20 working days.

## If you are still unhappy

If you are unhappy about the outcome of your complaint, you can ask for your complaint to be reviewed. This is an internal appeals process and should be requested within six months of receiving your response from us. The purpose is to conduct an internal review of the complaint management. A full response should be provided to you within 20 working days, however where this is not possible because the investigation is still in progress a letter (or email) of explanation will be sent explaining the reason for delay at least every 20 working days.

If you are dissatisfied with the outcome of the internal review, you are able to escalate the complaint to the Independent Sector Complaints Adjudication Service (ISCAS). This must be requested within six months of the outcome of the internal appeal.

You can request an independent adjudication of your complaint by writing to:

ISCAS,
70 Fleet Street,
London,
EC4Y 1EU.

E-mail: info@iscas.org.uk
Website: http://www.iscas.org.uk
Telephone: 020 7536 6091

You will be given a dedicated point of contact throughout the complaint process.

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