



Making a Complaint and Sharing Feedback

Information on how to make a complaint, raise a concern or share feedback about your experience at King Edward VII's Hospital



KING EDWARD VII's
HOSPITAL

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Your feedback is important to us

Patient satisfaction questionnaire

As part of our ongoing commitment to delivering high-quality care, we encourage all patients to complete our patient satisfaction survey. This gives you the opportunity to reflect on your experience and share your views on how we can continue to improve our services.

All survey scores and comments are carefully reviewed. Each department reviews its feedback on a monthly basis to identify learning, improvements and actions that can be taken directly in response to patient comments.

We greatly appreciate the time taken to complete the survey. All feedback is valued and is regularly discussed at our Patient Experience Committee to help us continually enhance the care and services we provide.

Feedback

If your experience at the Hospital did not meet your expectations, we would welcome the opportunity to understand what we could have done differently. You may also wish to share suggestions for improvement or compliments about the care you received.

We welcome all types of feedback, as it helps us to improve our services and maintain the highest standards of care and treatment.

You can share your views by emailing: feedback@kingedwardvii.co.uk

If you would prefer to speak with someone directly, please contact our **Patient Relationship Manager** on **0207 467 4348**.

If you have a complaint or concern

At King Edward VII's Hospital, we are committed to providing the highest standard of patient care in a safe, supportive and comfortable environment. Our staff will do everything they can to make your stay as pleasant as possible while delivering excellent personal and professional care.

Speaking to us informally if you have a concern

If you are unhappy with any aspect of your care, no matter how small, we encourage you to raise this with a member of staff as soon as possible. Many concerns can be resolved quickly, when they are raised at the time.

If the staff member you speak with is unable to resolve the issue, they can arrange for a departmental or ward manager to speak with or meet you. Our aim is to address concerns promptly and take immediate action wherever possible to improve your experience.

We recognise that some concerns may relate to the administrative aspects of your care pathway. In these circumstances, we encourage you to contact the relevant team or department directly in the first instance, as they are often best placed to provide clarification and support.

Support from our Patient Relationship Manager

Our Patient Relationship Manager can also assist with resolving concerns informally and will liaise with the appropriate teams on your behalf to support a timely resolution. You can contact the Patient Relationship Manager by:

Email: complaints@kingedwardvii.co.uk

Telephone: **0207 467 4348**

Our formal complaints process

The Hospital follows the Independent Sector Complaints Adjudication Service (ISCAS) Code of Practice for Complaints Management, which provides an independent framework for the handling of formal complaints.

Our Complaints Procedure applies to both clinical and non-clinical concerns. It sets out our commitment to conducting a thorough investigation and responding to complaints fairly, transparently and in a timely manner.

Making a complaint

Before you make a formal complaint

It may help to think about what you would like to achieve. Under our Complaints Procedure and in line with the ISCAS Code, we can:

- Conduct a thorough, fair and unbiased investigation. Providing an explanation for what happened, addressing each part of your complaint.
- Acknowledge when mistakes have occurred or when things have gone wrong, outline what we have learned, and describe the steps taken to put matters right.

Please note that the ISCAS code cannot:

- Award or refund fees or instruct the Hospital to waive unpaid charges. (However, a goodwill gesture may be awarded in certain circumstances.)
- Consider or determine matters of clinical negligence and requests for compensation. If you wish to pursue an allegation of negligence, you should seek independent legal advice.

Is there a time limit for making a complaint?

We encourage you to make a formal complaint as soon as possible. Complaints should ordinarily be made **within six months of the event** to enable a fair and thorough investigation.

The Hospital are not able to investigate complaints raised later than this, unless there are valid reasons for the delay.

Can I complain on behalf of a patient?

Yes, if you are submitting a complaint on behalf of a friend or relative, we will contact the patient to request consent, allowing us to share their information with you. This ensures we comply with data protection legislation.

Patients should be aware that giving consent means sharing aspects of their confidential clinical information. If the patient is unable to consent, we will offer further guidance on the appropriate next steps.

How do I make a written complaint?

Please send your written complaint by email or post to:

Associate Director of Governance and Quality
King Edward VII's Hospital
5-10 Beaumont Street
Marylebone
London
W1G 6AA

Email: complaints@kingedwardvii.co.uk

Telephone: **0207 467 4348**

Please include the following information:

- Your (the patient's) full name, address, date of birth and contact details
- Details of your concerns – what has happened and who was involved
- Where and when the events took place
- Any action you have already taken
- What outcome you would like from your complaint

If you are unable to write to us, please contact the **Patient Relationship Manager** on **0207 467 4348**, who will support you with making a verbal complaint.

If you have additional communication needs (including language interpretation or British Sign Language), or require this leaflet in another language or easy-read format, please contact the **Patient Relationship Manager** on **0207 467 4348** or email complaints@kingedwardvii.co.uk

What happens after you send your complaint?

We aim to handle your complaint courteously, sympathetically and efficiently. Our complaints procedure has **three stages**:

STAGE 1 – Local resolution

- You will receive a written acknowledgement within **3 working days** of the Hospital receiving your complaint.
- You will be given the name and contact details of your point of contact during the process.

- You will be offered a meeting with the relevant staff to discuss your concerns, if this would be helpful to you.
- We aim to provide a full written response within **20 working days**. If this is not possible, we will write to explain the delay and provided a revised timeframe.

The Stage 1 investigation is carried out on behalf of the **Chief Nursing Officer**.

STAGE 2 – Internal review

If you are not satisfied with our Stage 1 response, you may request an internal review. This must be requested **within six months** of receiving your Stage 1 letter.

- The review will be overseen by the **Chief Executive Officer** and carried out by staff not previously involved in the Stage 1 investigation.
- We aim to respond within **20 working days** or provide an update if more time is required.

STAGE 3 – Independent external adjudication (ISCAS)

If you remain dissatisfied after Stage 1 and Stage 2, you can request an independent external adjudication from the Independent Sector Complaints Adjudication Service (ISCAS). This must be requested **within six months** of receiving the Stage 2 outcome.

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

Independent Sector Complaints Adjudication Service (ISCAS)
CEDR, 3rd Floor
100 St Paul's Churchyard
London
EC4M 8BU

Email: info@iscas.org.uk

Website: www.iscas.org.uk

Telephone: **0207 536 6091**

Adjudication fees

There is **no charge** for this service. Costs are covered by King Edward VII's Hospital. Please note that any goodwill payments offered at Stage 1 or Stage 2 by the Hospital will be withdrawn, if you decide to proceed to Stage 3 adjudication.

Requesting a copy of your medical records

Under the **General Data Protection Regulation (GDPR)**, you have the right to request access to the information we hold about you. This is known as a **Subject Access Request (SAR)**.

If you are making a request on someone else's behalf, we will need clear, written consent from the individual confirming that they authorise you to access their data.

No fee is charged for standard requests. However, in line with GDPR, we may apply a reasonable administrative fee for particularly complex or excessive requests. If this applies, we will inform you in advance.

We aim to respond to all Subject Access Requests **within one month** of receipt.

To request a copy of your medical records, please email:
datarequest@kingedwardvii.co.uk

We will then send you our Subject Access Request Form.

If you need help completing the form or require support with this process, please contact our **Patient Relationship Manager** on 0207 467 4348.



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