

How People Can Raise Complaints

Making a Complaint

Anyone using our service, or someone acting on their behalf, can raise a complaint about any aspect of our service.

Complaints can be made:

- Verbally (in person or by telephone)
- In writing (email or letter)

Complaints should be made as soon as possible and ideally within 12 months of the event.

Support for People Who Want to Complain

We will support anyone who wishes to make a complaint by:

- Listening carefully and respectfully
- Explaining the complaints process clearly
- Offering support with communication needs in line with the **Accessible Information Standard**
- Making reasonable adjustments for disability under the **Equality Act 2010**
- Allowing a representative or advocate to support the complainant where requested

Service users will not be treated differently or disadvantaged as a result of raising a complaint.

Who Complaints Should Be Sent To

All complaints should be directed to:

Name: Catherine Bridges

Role: Registered Manager

Business: SpiroSense

Address: The Broad Street Practice, 20-21 Broad Street, Stamford, PE9 1PG

Email: info@thebroadstreetpractice.co.uk

Managing Complaints

Step-by-Step Complaints Handling Process

Stage 1 – Receipt of Complaint

- All complaints are logged on receipt
- Complaints are acknowledged within **3 working days**

Stage 2 – Acknowledgement

- The complainant is informed:
 - Who is managing the complaint
 - How the complaint will be investigated
 - The expected timescale for response

Stage 3 – Investigation

- The complaint is investigated fairly, openly, and proportionately
- Relevant records and reports are reviewed
- The complainant may be contacted for clarification where appropriate

Stage 4 – Response

- A written response is provided within **20 working days**
- If the investigation requires longer, the complainant will be informed and given regular updates

Keeping People Updated

- Complainants are kept informed at each stage
- Any delays or changes to timescales are communicated promptly

Communicating the Outcome

The final response will include:

- A summary of the complaint
- Findings of the investigation
- An apology where appropriate, in line with the **Duty of Candour (Regulation 20)**
- Actions taken or planned to prevent recurrence

If the Complainant Is Unhappy

If you would prefer your complaint not to be managed directly by me because I am the subject of the complaint or because I am the sole practitioner, please let me know.

Where appropriate, I may arrange for an independent review of my handling of the complaint by a suitably qualified healthcare professional or seek advice from my professional indemnity organisation. This review is intended to ensure that your complaint has been considered fairly and objectively.

If we are unable to resolve the complaint through the practice complaints process, we may, by mutual agreement, consider independent mediation through the Centre for Effective Dispute Resolution (CEDR).

If the complainant is not satisfied with the outcome, they may escalate the complaint to:

Care Quality Commission (CQC) The CQC does not investigate complaints but uses feedback to monitor services.

Telephone: 03000 616161 Website: www.cqc.org.uk

Cooperation with Independent Review

We will cooperate fully with:

- Any independent review
- Requests for information from regulators
- Investigations by external bodies where appropriate

Learning from Complaints

Recording and Reviewing Complaints

- All complaints are recorded in a **complaints log**
- Records include the nature of the complaint, actions taken, outcomes, and learning identified
- Complaint records are stored securely in line with **UK GDPR and the Data Protection Act 2018**

Using Feedback to Improve the Service

Complaints are used to:

- Identify trends or recurring issues
- Improve clinical practice and patient experience
- Inform training, supervision, and policy updates

Checking the Complaints System Is Effective

- Complaints handling is reviewed regularly
- Outcomes and learning are reviewed as part of governance processes
- The policy is reviewed annually or sooner if required

Special Circumstances

Complaints About the Registered Manager

As this clinic is operated by a sole practitioner, complaints relating to clinical care or professional conduct will initially be reviewed by the practitioner. Where the complainant remains dissatisfied, the complaint may be escalated to an independent external organisation for review.

Legal and Regulatory Compliance

This policy complies with:

**Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
Regulation 16 – Receiving and Acting on Complaints**

<https://www.legislation.gov.uk/uksi/2014/2936/regulation/16>

- Complaints are handled openly, promptly, and effectively

- Complainants are informed of outcomes and actions taken

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 20 – Duty of Candour

<https://www.legislation.gov.uk/ukxi/2014/2936/regulation/20>

- We act openly and honestly when things go wrong
- Apologies and explanations are provided where appropriate

Accessible Information Standard

<https://www.england.nhs.uk/accessible-information-standard/>

- Information is provided in a way people can understand
- Communication needs are identified and met

Equality Act 2010

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

- No person is treated unfairly or disadvantaged
- Reasonable adjustments are made where required

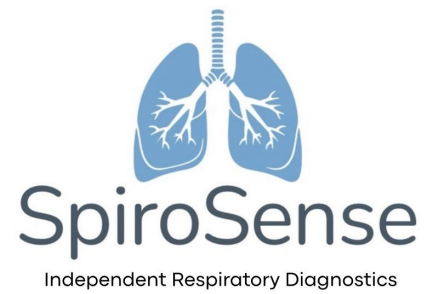
UK GDPR & Data Protection Act 2018

<https://www.legislation.gov.uk/eur/2016/679/contents>

<https://www.legislation.gov.uk/ukpga/2018/12/contents>

- Personal data is processed lawfully and securely
- Information is shared only where necessary and appropriate

Review of Policy



This policy is reviewed annually or following changes to legislation or guidance. Legislation and guidance links are checked and updated as part of the annual policy review.

Last review date: 04/02/2026

Next review date: 03/02/2028