**Complaints Policy Dr Roz Aesthetics**

Dr Roz aims to provide a service that meets the needs of her patients and she strives for a high standard of care. She welcomes suggestions from patients about the safety and quality of service, treatment and care provided. She is committed to an effective and fair complaints system. She supports a culture of openness and willingness to learn from incidents, including complaints.

This policy has been created to ensure that there is a framework for replying to and resolving complaints made to Dr Roz Aesthetics. While it is hoped that a combination of good follow up and client support plus a thorough process of counselling patients to ensure consent is completely informed prior to any procedure will minimise any issues patients may have with the end result, it is acknowledged that complaints can and potentially will happen. Dr Roz has a section on her post-treatment advice sheets which asks clients to approach her with any complaints first and foremost and should this not be resolved satisfactorily they can contact HIS and the phone number is given to ring them.

Of course, as a clinician Dr Roz has a Duty of Candour, which recognises that if something does go wrong and a patient is affected, honesty about what has occurred, and a timely apology is the only

course of action. This is in line with the GMC guidance.

Patients are encouraged to provide suggestions, compliments, concerns and complaints and she offers a range of ways to do it. Patients are encouraged to discuss any concerns about treatment and service with Dr Roz at the time of treatment, and she will attempt resolution of any complaints and concerns at this time, wherever possible.

In the event of a formal complaint being received, an acknowledgement will be made to the patient in writing or in person within 72 hours. Should a complaint raise issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified. Formal complaints are investigated and resolved within 14–35 days. Where appropriate the MDDUS, Dr Roz indemnity providers, are informed of and kept up to date with the complaint as it proceeds.

 All complainants are treated with respect, sensitivity and confidentiality. All complaints are handled without prejudice or assumptions about how minor or serious they are. The emphasis is on resolving the problem. Patients can make complaints on a confidential basis. Patients will not to be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.

Dr Roz is responsible for coordinating investigation and resolution of formal complaints, conducting risk assessments, liaising with complainants, maintaining a register of complaints and other feedback, providing annual reports on informal and formal complaints, and monitoring the performance of the complaints policy and procedure.

Dr Roz will carry out investigations of complaints to identify what happened; information is gathered from, listening to the complainant’s views, reviewing medical records and photographic records if appropriate, and reviewing relevant policies, standards or Guidelines.

At the conclusion of an inquiry or investigation, the complainant is provided with all established facts, the causal factors contributing to the incident and any recommendations to improve the service, and the reasons for these decisions. Should the complaint not be resolved for the patient at this stage, Dr Roz will inform them of their next options and other companies who they may be able to get support from like SaveFace.

Dr Roz maintains a complaints and patient feedback register, with records of informal feedback and formal complaints. She also collects feedback after procedures from clients in the form of a paper form. There is a section which allows for feedback here. The post-procedure advice sheet also encourages patients to leave feedback for Dr Roz via social media or text or email. A suggestions box is also available in reception.

 Personal information of individual complaints is kept confidential. Complainants are given notice about how their personal information is likely to be used during the investigation of a complaint. Individual complaints files are kept in the secure filing case. Patients are provided with access to their medical records in accordance with the information management policy. Others requesting access to a patients’ medical records as part of resolving a complaint are provided with access only if the patient has provided authorisation.

Feedback is used to guide any changes in services and allow implementation of quality improvement. Any changes based on client recommendations will be reviewed with further client feedback to ensure quality is attained and maintained.

Dr Roz will review annually complaints, the outcomes of complaints, recommendations for change and any subsequent action that has been taken. The report and any significant event analysis of clinical incidents of avoidable harm or near misses will be discussed at her annual GP appraisal. Any significant serious complications will be reported to cme collaborative for purposes of shared learning and peer review. All complaints would be shared annually with HIS at time of re-registration.

Dr Roz will annually reviews the complaints management system to evaluate if the complaints policy is being complied with and how it measures up against best practice guidelines.

**Review date planned Sept 2023**