

## **Complaints Policy**

At Merseyside Health we strive to provide high quality physiotherapy services to all our patients. However, we understand that sometimes concerns and complaints may arise. We take such feedback seriously as it helps us improve our services and ensure patient satisfaction. This Complaints Policy outlines the process for addressing and resolving complaints in a fair, transparent and efficient manner.

### **1. Definition of a Complaint:**

A complaint is defined as any expression of dissatisfaction by a patient, or their representative, regarding the services provided by Merseyside Health, including issues related to the conduct of our staff or any aspect of patient care.

### **2. Principles:**

Our complaints policy is guided by the following principles:

- (a) All complaints will be treated seriously and with respect.
- (b) Complainants will be kept informed about the progress of their complaint and the steps being taken to resolve it.
- (c) Complaints will be handled confidentially and in compliance with data protection regulations.
- (d) Complaints will be addressed promptly, impartially, and without prejudice, to the complainant's future care.

### **3. Complaint Procedure:**

Patients are encouraged to follow the following steps when making a complaint:

#### **Step 1: Informal Resolution**

Most concerns can be resolved informally by discussing the matter with the staff member involved or the clinic's reception/administration team. They will do their best to address the issue promptly. If the complainant feels uncomfortable discussing the matter with the involved party, or if the issue remains unresolved, they can proceed to Step 2.

#### **Step 2: Formal Complaint**

If the complainant is not satisfied with the informal resolution or prefers to submit a formal complaint initially, they can do so in writing. The complaint can be sent via email or letter addressed to:

Mr Ben Watkins (Clinical Lead & Director)  
Merseyside Health  
Crosby Leisure Centre  
Mariners Road  
Crosby  
Merseyside  
L23 6SX  
ben.watkins@merseysidehealth.com

The written complaint should include the following information:

Full name and contact details of the complainant.  
Details of the incident or issue, including the date and time.  
Names of any staff members involved (if known).  
Any supporting documents or evidence.

### **Step 3: Acknowledgement and Investigation**

Upon receiving the formal complaint, the Clinical Lead & Director, Ben Watkins, or an appointed representative, will acknowledge receipt of the complaint within 5 working days. An investigation will be conducted to thoroughly understand the concerns raised and gather relevant information.

### **Step 4: Resolution**

The investigation aims to resolve the complaint promptly, typically within 20 working days from the date of the acknowledgment. If additional time is required due to the complexity of the complaint, the complainant will be informed of the delay and provided with a new expected timeframe.

### **Step 5: Response**

Following the investigation, the complainant will receive a written response detailing the findings and any actions taken to address the issues raised. If appropriate, the response will also include proposed changes to prevent similar incidents from occurring in the future.

### **Step 6: Escalation**

If the complainant remains dissatisfied with the resolution provided, they may request an internal review. In this case, a different senior member of staff not previously involved in the complaint, will conduct the review and provide a final written response within 20 working days.

## **4. Recording and Learning**

All complaints, their investigation and the outcome will be recorded confidentially. Merseyside Health will use the information gathered from complaints to identify any areas of improvement and implement necessary changes to enhance our services

## **5. Support and Advocacy**

Patients are entitled to seek support and advocacy from independent organisations during the complaints process if they wish to do so.

## **6. Publicising the Complaints Procedure**

The complaints procedure will be easily accessible to patients through our website and prominently displayed within the clinic premises.

## **7. Continuous Improvement**

We are committed to continuously improving our services, and feedback received through the complaints process will be utilised to identify trends, training needs and areas for improvement.

Note: This policy is subject to periodic review and may be updated as necessary to reflect changes in regulations, guidelines or internal processes.

Effective Date: 16<sup>th</sup> January 2024