

Complaints Policy and procedure.

Worcester Cardiac Group strives to provide an excellent cardiac investigation service but recognise that sometimes we may fall short of this standard. When a customer is unhappy with the service they have received, we want and need to be informed so that we can put things right and learn from mistakes. This complaints policy sets out how we approach any complaints received:

Policy

- 1: A complaint can be made by any person who is dissatisfied with the standard of service provided by Worcester Cardiac Group and or their referring consultant in relation to the cardiac investigation undertaken.
- 2: We aim to resolve complaints within 14 working days. If this is not possible, the complainant will receive a written update on the investigation so far and when their complaint can be expected to be resolved.
- 3: If a complainant is unsatisfied with the outcome of the complaint, they have the right to appeal and review of their complaint.
- 4: Every complainant will be treated with courtesy and respect and in return we expect people who file a complaint to communicate their concerns fairly and appropriately.
- 5: All complaints will be brought to the attention of the partners of Worcester Cardiac Group and will be logged and monitored to help us improve our service.

Procedure

You can make a complaint to Worcester Cardiac Group in the following ways:

- In writing to The Managing Partners, Worcester Cardiac Group, Second Floor, Barborne Health Centre, 44 Droitwich Road, Worcester WR3 7LH.
- By email to info@worcestercardiagroup.com
- By phone : 07939 686263

How we will investigate and respond

Within 14 working days of receiving a complaint, we will send you either:

- A final response which addresses the complaint; or
- A response which details why we are unable to provide a final response within this time frame and indicate when we expect to provide a final response and reasons for the delay.

Each complaint will be investigated by a managing partner of Worcester Cardiac Group who is independent from the issues raised. We may need to contact the complainant during the investigation and cooperation with this may be necessary to complete the complaints process. Once completed and the appropriate action agreed by Worcester Cardiac Group, we will respond to the complainant in the following way:

- We will provide a written response describing the details of the complaint.



Barbourne Health Centre

44 Droitwich Road

Worcester WR3 7LH

+44 (0) 7939 686263

info@worcestercardiagroup.com

www.worcestercardiagroup.com

- The written response will include comments addressing each aspect of the complaint.
- Explain how the complaint was investigated.
- State the findings of the investigation.
- Explain any improvements that will be made to the service as a result of the complaint.
- Explain that we have an appeals process should the complainant remain unhappy with the outcome of the complaint.

Appeals Process

Should the complainant remain unhappy with the outcome of the complaint review, a further complaint should be submitted in writing to either the address or email above, setting out the nature of the complaint/ appeal, steps already taken, details of the response received and a statement as to why the complainant remains dissatisfied.

A further independent Managing Partner will then review all the information and conduct a further investigation if they feel the initial investigation was insufficient. Once this review is completed, we will inform the complainant of the decision.