



Patients Complaints Policy

Introduction

At The Devine Clinic, we want every patient and client to feel listened to, respected, and safe in raising concerns. We treat all complaints seriously, investigate them fairly, and use feedback to continually improve our services.

Making a complaint will never affect your care or treatment.

Purpose

- To provide a fair, transparent, and accessible complaints process.
- To meet our duties under Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- To learn from feedback and improve the quality of care we provide.

Who Can Complain?

Complaints may be made by:

- Patients and clients

Our Commitments

- All complaints will be handled sensitively, confidentially, and without discrimination.
- Complaints will be investigated by someone not directly involved in the matter.
- All complaints, whether minor or serious, are logged and monitored to identify trends.
- Compliments are also welcomed, recorded, and shared with staff.

Respectful Communication

We are committed to handling all complaints fairly and respectfully. In return, we ask that patients, clients, and representatives treat our staff with the same courtesy.

We understand that raising concerns can sometimes be emotional. However, we will not tolerate abusive, aggressive, threatening, or discriminatory behaviour towards our team.

- Where behaviour becomes abusive or threatening, we may pause or limit communication and, in serious cases, may end the patient–clinic relationship.
- Such incidents may also be reported to the police or relevant authorities if necessary.

Our priority is to resolve concerns constructively while ensuring a safe and respectful environment for both patients and staff.



How to Make a Complaint

You can raise a concern:

- Verbally (in person or by phone)
- In writing
- By email

Please send complaints to the Clinic Manager at:

 info@devineclinic.com

What You Can Expect

1. Acknowledgement - We will acknowledge your complaint within 48 hours (by email or letter).
2. Investigation - A senior staff member, not involved in the matter, will review your concerns and gather evidence.
3. Response - We aim to provide a full written response within 21 days. If this takes longer, we will explain why and give you a new timescale.
4. Closure - Once the matter is resolved, we will confirm this with you.
5. Escalation - If you are not satisfied with our final response, you may refer your complaint to an external body (see below).

External Escalation Options

If you remain unhappy following our final written response, you may contact an appropriate external organisation. The organisation able to assist will depend on the nature of your concern.

Care Quality Commission (CQC)

Telephone: 03000 616161

Website: www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider

The CQC welcomes information about care quality and safety in England, but does not investigate or resolve individual complaints on your behalf.

Independent Sector Complaints Adjudication Service (ISCAS)

Website: www.iscas.org.uk

ISCAS offers independent adjudication for complaints about participating independent healthcare providers. This route is available only where the clinic is covered by the ISCAS scheme; please ask us to confirm eligibility before applying.

General Medical Council (GMC)

Website: www.gmc-uk.org/concerns

You can raise concerns about a doctor's fitness to practise. The GMC does not ordinarily resolve



disputes about fees or compensation.

Information Commissioner's Office (ICO)

Website: ico.org.uk/make-a-complaint

For concerns about how your personal information has been handled, you may complain to the ICO after raising the matter with the clinic.

Not every organisation above will be relevant to every complaint. Contacting a professional regulator does not necessarily provide an appeal against the clinic's decision or a route to financial compensation.

Learning From Complaints

- We record and review all complaints to identify patterns and risks.
- Complaints are discussed at management meetings to improve services and patient safety.