

## Complaints Policy

Physiotherapy Matters Ltd aims to achieve the best possible outcomes for both clinical results for patients as well as best practice for employees, clients or members of the community.

If you have complaint or concern about the service you have received from our team of physiotherapists or any of the staff working at the practice please let us know.

We hope that most problems can be sorted easily and quickly, often at the time they are raised and with the person concerned.

If your problem can not be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at the most a few weeks – this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have the details of your complaint not more than twelve months after the date the matter occurred.

Your complaint form should be sent to:

Business Support Manager  
Physiotherapy Matters Limited  
Arden House  
Regent Centre  
Gosforth  
Newcastle upon Tyne  
NE3 3LU

You may write to us, telephone or complete the complaint form and sent back to us to discuss your concerns. The complaints process will be explained to make sure that your concerns are dealt with promptly.

Where a complaint is taken verbally, an account of the issue raised will be documented and a copy of this will be sent to you. The statement will invite you to amend or add to the content.

**\*Complaint Form is attached at the end of the page below\***

### Independent Advice & Help?

If you are not satisfied with our response to your complaint, you can contact the following independent organisations:

NHS	Corporate and Personal
<p>If you were referred to us via the NHS, (i.e. by your GP) you may have access to independent advice. The Patient Advice &amp; Liaison Service, known as PALS, has been introduced to ensure that the NHS supports queries and concerns from to try and resolve any issues as quickly as possible.</p> <p>Your local PALS can be contacted via website below:  <a href="https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/#how-do-i-contact-my-nearest-pals">https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/#how-do-i-contact-my-nearest-pals</a> or through your GP Surgery.</p> <p>If you remain unhappy after local resolution and independent review, you can seek a further review from the Health Service Ombudsman who are completely independent of both the NHS and private organisations and can be contacted at:  <a href="https://ombudsman.org.uk/making-complaint">https://ombudsman.org.uk/making-complaint</a></p>	<p>If for any reason, you are unhappy with our response to your complaint, then you should consult with the person who referred you (unless you referred yourself). The Health and Care Professions Council can be contacted if you wish to make a complaint against one of our physiotherapists.</p> <p>Please visit <a href="https://www.hcpc-uk.org/resources/guidance/how-to-make-a-complaint-to-the-health-and-care-professions-council-hcpc/">https://www.hcpc-uk.org/resources/guidance/how-to-make-a-complaint-to-the-health-and-care-professions-council-hcpc/</a> for further information</p>

### What we will do:

We will acknowledge your complaint within two working days and advise when we anticipate to provide a full response to you. This will be no later than fifteen working days later.

When we look into your complaint, we will aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned
- Make sure you receive an apology, where it is appropriate
- Identify what we can do to make sure the problem does not happen again by learning from events.

### Our Promise

- A complaint can be: written, telephoned, in person and/or complete the complaint form.
- All complaints are taken seriously.
- A complaints form will be completed and sent to the person in question if a matter cannot be resolved on the spot.
- All complaints will be dealt with in a polite manner.
- All complaints are notified to the Business Support Manager immediately.
- Complaints will be dealt with fairly and promptly.

When a complaint is received the following steps will be taken:

- Inform the Business Support Manager immediately.
- A complaint form is completed and updated throughout the process.
- The complaint is logged on the Complaints Register
- A letter will be sent to the complainant acknowledging receipt of the complaint. Contact details will be provided to the patient to take matters further or discuss their experience with management at PML. A copy of the Complaints Policy is sent.
- The Business Support Manager will forward the complaint onto the relevant line/staff manager to investigate.
- Where the complaint cannot be responded to in full, an interim letter is sent to the individual with an update
- A final letter is sent to the individual no later than 15 days following the complaint. The complaint should include an apology where appropriate, action taken and future action to ensure there is no repeat.
- A copy of all correspondence relating to the complaint is stored in the complaints folder. Complaints are reviewed at the Management Review meetings.
- Where a complaint relates to an individual the matter is discussed with them and appropriate action taken where necessary.

## Complaint Form

<b>Date Received</b>	
<b>First Name</b>	
<b>Last Name</b>	
<b>DOB</b>	
<b>Contact number</b>	
<b>Email address</b>	
<b>Address</b>	
<b>Client Name</b>	Where appropriate
<b>Date of Appointment</b>	
<b>Name of staff concerned</b>	Clinical\admin
<b>Summary of Complaint</b>	
<b>Summary of investigation</b>	
<b>Action to be taken</b>	