



Please address any complaints to:

Jessica Moule

Practice Manager and complaints manager

Email:

Jessica@homevisithealthcare.co.uk

In writing:

16 Queen Street, 2nd Floor Independence House, Worcester, Worcestershire, England, WR1 2PL

Home Visit Healthcare Complaints and Comments Procedure

Policy

Home Visit Healthcare is committed to delivering high-quality care and ensuring that all feedback, concerns, and complaints are addressed in a timely, fair, and transparent manner. We have established this procedure to:

- Ensure all staff are familiar with and adhere to this policy.
- Appoint a Complaints Manager (Practice Manager) to oversee the handling and resolution of complaints.
- Designate a Responsible Person (Practice Manager) to ensure compliance with the complaints procedure and to take appropriate action based on outcomes.
- Inform patients of their right to raise concerns, how to escalate complaints, and the external bodies that can assist, including:
 - The Patients' Association
 - Action Against Medical Accidents
 - Independent Sector Complaints Adjudication Service (ISCAS)
 - General Medical Council (GMC)
 - Care Quality Commission (CQC)
- Provide access to advocacy and support services, such as Patient Advice and Liaison Service (PALS) and Citizens Advice Bureau.
- Make information about our complaints procedure available via patient information leaflets, our website, and upon request.

CQC registration no: 1-17189560205

Company number: 14537804

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- Maintain strict confidentiality in handling complaints, with records stored separately from medical records.
- Ensure home visiting GPs carry complaints forms for patient use.

Timeframe for Making a Complaint

Complaints should be made:

- Within 12 months of the event or incident occurring.
- Within 12 months of the complainant becoming aware of the issue.

Handling Complaints

- Complaints (verbal or written) must be referred immediately to the Practice Manager or, if unavailable, to the Lead GP.
- Verbal complaints will be documented, and a copy provided to the complainant.
- An acknowledgment of the complaint will be sent within 3 working days, including:
 - The name and contact details of the staff member handling the complaint.
 - An offer to meet with the complainant to discuss the issue and agree on a resolution timeline.
- During this discussion, we will establish:
 - Preferred communication method (phone, email, letter, advocate).
 - Consent to access personal records, if required.
 - Any specific needs or disabilities.
 - The desired outcome from the complainant.
 - Feasibility of the complainant's expectations.
 - A clear action plan, including response timelines.
- If the complaint can be resolved promptly, we will do so with the complainant's agreement.

Investigation and Resolution

- Complaints should be resolved within 6 months of receipt.
- If an extension is required, the complainant will be informed and consulted on a new timeframe.

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- Investigations will be conducted by a senior staff member not implicated in the complaint.
- If the complaint involves both Directors, Home Visit Healthcare will engage an independent adjudication service such as Peninsula Business Services Limited.
- A written report will be prepared, outlining:
 - Complaint summary.
 - Policies or guidelines followed.
 - Investigation findings.
 - Identified errors, omissions, or shortfalls.
 - Actions to rectify the situation.
 - Apology, if appropriate.
 - Next steps and expected timeline.
 - Escalation options (e.g., PHSO, CQC, GMC, ISCAS).
- If the response is delayed beyond 6 months, an explanation and updated timeline will be provided to the complainant.

Escalation of Complaints

If the complainant is dissatisfied with our response, they may escalate their complaint to:

General Medical Council (GMC)

- Phone: 0161 923 6602
- Website: www.gmc-uk.org
- Email: gmc@gmc-uk.org

Care Quality Commission (CQC)

- Phone: 03000 616161
- Website: www.cqc.org.uk
- Email: enquiries@cqc.org.uk

Independent Sector Complaints Adjudication Service (ISCAS)

- Phone: 020 7536 6091
- Website: www.iscas.cedr.com

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- Email: info@iscas.org.uk

Managing Unreasonable Complaints

For individuals who become aggressive or unreasonable, we may:

- Appoint a single point of contact.
- Require communication in writing only.
- Limit the frequency and duration of interactions.
- Ensure a witness is present during interactions.
- Decline repeated complaints about the same issue.
- Cease responding to correspondence on resolved complaints.
- Use third-party mediation.
- Set clear behavior expectations for future interactions.
- Maintain detailed records of interactions.

Complaints Register

All complaints are logged in a dedicated complaints register, tracking the nature, handling, and resolution of each complaint to ensure accountability.

Annual Review of Complaints

Home Visit Healthcare will submit an annual report to NHS England, detailing:

- Number of complaints received.
- Key issues raised.
- Complaint outcomes.
- Cases escalated to the Ombudsman.

Reporting to the Care Quality Commission (CQC)

Home Visit Healthcare will provide a summary of complaints to the CQC as required.

This Complaints and Comments Procedure ensures that all concerns are addressed promptly, fairly, and transparently, maintaining the highest standards of patient care and service at Home Visit Healthcare.

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