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Healthcare4Kids Services Ltd
Patients Complaints Policy and Procedure

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Healthcare4Kids Services Ltd (Dr Jo Jones, FRCPCH, Consultant Paediatrician and Director) aims to offer a comprehensive, empathetic and expert diagnostic, and health management service for children and young people. This document details Healthcare4Kids Services Ltd complaints procedure if you are left unsatisfied about the service and care provided. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway.

Who to complain to

If you wish to make a comment or complaint, please send your issues by email or in writing to Mrs Joanna Barnes, Practice Manager, or Dr Jo Jones, Consultant Paediatrician and Director of Healthcare4Kids Services Ltd.

Practice Manager: joanna@healthcare4kids.co.uk

Consultant Paediatrician/Managing Director: admin@healthcare4kids.co.uk

Postal Address: Healthcare4Kids Services Ltd

Healthcare4Kids Services Ltd is registered in England, Company Number 12423524

Supersonic House
23, Adelaide Road
Leamington Spa
CV31 3PD

If you are unhappy with the facilities or services you have received from Healthcare4Kids, we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with Mrs Joanna Barnes, Practice Manager, in the first instance.

If you are not fully satisfied you can put your concerns in writing and use our formal Healthcare4Kids Complaint Resolution Procedure. If you are not fully satisfied with our response to a complaint about Dr Jo Jones specifically, please follow the Complaints Resolution Procedure (Dr Jo Jones) which meets with the requirements set out by the Independent Doctors Federation (IDF) for its members (Dr Jo Jones is a member) and also the Independent Sector Complaints Adjudication Service (ISCAS).

Healthcare4Kids Complaint Resolution Procedure

When making a complaint, please note:

- Complaints should be made in writing or by email. If you make a complaint verbally, Healthcare4Kids Services Ltd will ask for the complaint to be provided in writing or by email.
- Complaints should be made within 6 months of an incident of the matter coming to your attention.

What to expect:

Healthcare4Kids Services Ltd is a small company and will endeavour to respond and deal with your complaint as soon as possible:

- You should expect an acknowledgement within 3 working days of your complaint.
- If possible, depending on the nature of your complaint, details of handling your complaint and a response to your complaint will be sent with the acknowledgement.
- A full response to your complaint will be made within 20 days of receipt of the complaint. If the investigation is still in progress after 20 days a letter or email will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter or email will be sent every 20 days where an investigation is continuing.
- The Consultant Paediatrician/Director and Practice Manager, independently and together, on behalf of Healthcare4Kids Services Ltd will investigate complaints and respond to the complainant.
- The Practice Manager will seek medical advice from the Consultant Paediatrician regarding any medical complaints and issues.
- Once your complaint has been investigated you will receive a response by email, unless a written response has been requested.
- The response should detail the findings from the investigations, apologies (where appropriate), information about what is being done, and any solutions to resolve issues.

If you are not happy with how Healthcare4Kids Services Ltd has handled your complaint you may contact the Information Commissioner's Office (ICO) on 0303 123 1113 or visit their website (www.ico.org.uk) for more information. Our ICO registration number is ZA789702.

Complaint Resolution Procedure (Dr Jo Jones)

For any complaints about Dr Jo Jones's professional standards, please contact the General Medical Council (GMC) on 0161 923 6602 or visit their website (www.gmc-uk.org) for more information. Dr Jo Jones's GMC number is 3585607.

Dr Jo Jones is a member of the Independent Doctors Federation (IDF). If you are not fully satisfied with the facilities or services specifically from Dr Jo Jones, you can put your concerns in writing and use our formal Complaint Resolution Procedure (see below) which meets with the requirements set out by the Independent Doctors Federation (IDF) for its members and also the Independent Sector Complaints Adjudication Service (ISCAS).

The Complaint Resolution Procedure has three stages and reflects the principles of the ISCAS Code of Practice:

Stage 1 Local resolution within the individual practice

Stage 2 IDF Complaint Resolution Procedure to review the complaint

Stage 3 Independent Adjudication from ISCAS

Please note that Stages 1, 2 and 3 fall within the ISCAS Code of Practice for Complaints Management. A copy of this can be obtained from the IDF or from ISCAS.

Scope

Attention is drawn to the sections of the ISCAS Code which clearly explain what the Code does and does not cover. You should understand that if the complaint is not covered by the ISCAS code then stages 2 and 3 will not be available. Please refer to the ISCAS Code ISCAS-Code-2021_final.pdf (idf.co.uk).

Stage 1

To start the formal Complaint Resolution Procedure you should write to:

Joanna Barnes
Practice Manager
Healthcare4Kids Services Ltd
Supersonic House
23, Adelaide Road
Leamington Spa
CV31 3PD

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

Complaints should normally be made as soon as possible at Stage 1, and within 6 months of the date of the event complained about, or within 6 months of the matter coming to your attention. The time limit may be extended by the Independent Health Practitioner where there is good reason for not making a complaint in the time limit (for example, where a complainant has been grieving), and there is a realistic opportunity of conducting a fair and effective investigation into the issues raised.

The named person at the practice will send you an acknowledgement of your letter within three working days of receipt of the complaint. You will be offered a meeting to discuss your complaint and to agree the heads of the complaint.

The investigation of your complaint will involve reviewing records of meeting(s) with you and reviewing all the correspondence and clinical records as well as statements provided by clinicians and others involved.

Reasonable assistance will be provided for complainants where required e.g. for those with a disability or those whose first language is not English.

A full response to your complaint will be made within 20 days of receipt of the complaint. If the investigation is still in progress after 20 days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every 20 days where an investigation is continuing.

If you remain dissatisfied following the final Stage 1 response, then you can request a review of your complaint, known as Stage 2 by writing to:

Complaint Manager
The Independent Doctors Federation
Lettsom House
11 Chandos Street
Marylebone
London
W1G 9EB

Stage 2

The IDF Complaint Resolution Procedure will consider your complaint. The IDF Complaint Manager will send you an acknowledgement of your letter within three working days of receipt of your complaint and will request a summary of the matters that remain outstanding that you wish to be investigated. You will be invited to attend a meeting at the start of Stage 2 in order to clarify the matters that remain outstanding and obtain a greater understanding of what you hope to achieve by escalating the complaint. The IDF Complaint Manager will not have been involved in the matters that led to the complaint or the handling of the complaint at Stage 1. You will be asked to consent to release of records from the doctor. The IDF Complaint Manager will undertake a review of the documentation, any correspondence and the handling of and response to the complaint at Stage 1. If the review is still in progress after 20 days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every 20 days where a review is continuing. The IDF Complaint Manager will write to you when the review is completed to either confirm the outcome at Stage 1 or to offer an alternative resolution

At this time the IDF will advise you of your right to take the matter further to Stage 3 Independent External Adjudication by the Independent Sector Complaints Adjudication Service (ISACS).

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the IDF Complaint Resolution Procedure, unless required to do so by law.

Stage 3

This stage is only available to you if you remain dissatisfied once Stage 1 and Stage 2 are exhausted and aims to bring about a final resolution of the complaint to both parties.

In such a situation you should request the adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service (ISCAS)
CEDR (Centre for Effective Dispute Resolution), 3rd Floor
100 St. Paul's Churchyard
London
EC4M 8BU
Tel: 020 7536 6091
Email: info@iscas.org.uk

This written request for adjudication must be made within six months of the final determination by the IDF at Stage 2. You should provide reasons to explain the dissatisfaction with the outcome of Stage 2.

ISCAS will acknowledge receipt of the request within three working days. ISCAS will seek confirmation from the IDF that Stage 2 has been completed.

ISCAS will notify the IDF of a request for Stage 3 independent external adjudication. The IDF will respond to requests from ISCAS within ten working days and confirm whether Stages 1 and 2 have been completed. ISCAS will then be your main contact once adjudication is started. You will be asked to consent to the release of records from the doctor and the IDF relevant to the complaint. ISCAS will issue the decision within 20 working days or provide a progress update every 20 working days if the decision is delayed. A report will be made to you, the doctor concerned and the IDF.

Additional information for patients about ISCAS can be found at: https://iscas.cedr.com/

Additional information for patients about the IDF can be found at: IDF – www.idf.uk.net

ISCAS Patient Guide to making a complaint can be found: ISCAS Patient-guide_final.pdf (idf.co.uk)

At each stage of the Complaint Resolution Procedure, it might be deemed that a patient's behaviour is unacceptable. ISCAS has a policy in place to handle unacceptable behaviour of complainants which can be found ISCAS Guidance-for-Managing-Unacceptable-Behaviour-by-Complainants-Jan22.pdf (idf.co.uk)

Unacceptable behaviour by complainants: Healthcare4Kids Services Policy and Procedure

We recognise that our families may be feeling distressed and anxious when accessing the services at Healthcare4Kids Services Ltd; one's health is important and that of a child's can bring additional stresses and emotions. We pride ourselves with providing services to our families with patience and empathy and if any matters arise, seek to resolve them as soon as possible with respect and understanding.

At Healthcare4Kids Services Ltd all staff:

- Will ensure the complaints process has been correctly implemented.
- Will make reasonable allowances for unacceptable behaviour, recognising that complainants may sometimes act out of character at times of stress and anxiety.
- Will appreciate a complainant, who behaves in an unacceptable way, may believe they have grievances with genuine concerns and matters and will respond using an unbiased approach.
- Are able to identify unacceptable behaviours.

Examples of unacceptable behaviour include:

- Being abusive, verbally aggressive, harassing or intimidating staff in the working environment and outside (including social media).
- Being threatening or using physical violence towards staff.
- recording consultations or meetings whether face to face, telephone conversations or virtual meeting platforms without consent of all parties involved.
- Making unreasonable demands or having unreasonable expectations and not accepting that these are unreasonable. Such as demanding complaint responses to be provided more urgently, not accepting that facts can take time to verify especially if a long period of time has passed since the event and making the complaint, placing unreasonable demands on staff especially staff not involved in the investigation and leaving excessive number of emails and voicemails.

Healthcare4Kids Services Ltd will handle complaints with respect and understanding and will seek a resolution by following the complaints procedure. However, there may be occasions when there is nothing further that can be done for the complainant to rectify their real or perceived grievance. If a complainant behaves in an unacceptable manner after the complaints procedure has been fully and

properly implemented and all grievances have been responded to, complainants should be given details of organisations that can assist them such as Citizens Advice Bureau.

If a complainant continues with unacceptable behaviour after a complaint investigation is complete, the complaint manager reserves the right to take legal action against the complainant.

Dr Jo Jones
Consultant Paediatrician
BSc Hons MBBS MRCP FRCPCH DipPallMed

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