

TrExMed Travel Clinic

Complaints policy and procedure

Person responsible for review of this policy: Dr. Jim Bond

Date of last review: 20/6/2018

Date of next review: 20/6/2019

Purpose

The purpose of this policy is to set out the policy and procedures to follow with regard to complaints made against TrExMed Travel Clinic, the individual partners, and/or the owners of the clinic premises at Bruntsfield Chiropractic Clinic.

This policy will be monitored and reviewed annually by the Complaints Lead.

Commitment of the practice

We at TrExMed Travel Clinic welcome all feedback and criticism of our practice and our individual performance as travel medicine practitioners. We see this as a valuable way to identify ways we can improve our service and the satisfaction of our service users.

Complaints are viewed in the same constructive spirit, as they can provide a valuable insight into the perspective of our clients and colleagues, and act as a useful early indicator that something in our service is not functioning as effectively or as well as it might.

Complaints lead

The nominated Complaints lead for the partnership is: **Dr. Jim Bond**.

However, due to the small nature of the partnership (two people), both partners are available to listen to and to follow up complaints made against either partner, or towards the travel clinic as a whole.

Principles

When managing any complaint, we aim to follow the principles identified by Healthcare Improvement Scotland (HIS), i.e. to try our best to be:

- ✓ User focused
- ✓ Accessible
- ✓ Seek early resolution
- ✓ Thorough and consistent
- ✓ Objective
- ✓ Fair
- ✓ Proportionate and to deliver improvement

Defining a complaint

A complaint is an expression of dissatisfaction. It may relate to the standard of services that have been provided or to actions that have been taken. It may also relate to a failure to take action where appropriate.

Complaints procedure

1. We would encourage all clients to discuss their concerns in the first instance with the partner most closely involved – or with who they feel may be able to resolve the issues

as quickly and as informally as possible.

2. Should this approach fail to resolve the matter, or if preferred, a complaint should be made formally in writing to:

**Dr. Jim Bond & Nicky Armstrong,
TrExMed Travel Clinic partners,
43 Bruntsfield Place,
Edinburgh EH10 4RJ
Tel: 0131 278 3007**

We would then acknowledge receipt of the complaint and seek to investigate and address it as soon as possible. (Please remember to include your contact details*.)

(*We will also take seriously any anonymous complaints received, however, in the absence of a return address this would make it harder for us: a) to establish the full facts of the complaint, and b) to respond directly notifying you of the outcome of the complaint.)

3. Should a complainant remain dissatisfied with the outcome or management of a complaint, they may take the matter further by contacting Healthcare Improvement Scotland (HIS), who regulate all independent medical clinic services in this country:

**Independent Healthcare Team,
Healthcare Improvement Scotland,
Gyle Square,
South Gyle Crescent,
Edinburgh EH12 9EB
Tel: 0131 623 4342**

Please note that clients have the right to complain about our service directly to HIS at any point in the above process.

Related documentation/links

Healthcare Improvement Scotland (2016): 'Independent Healthcare Complaints Procedure', http://www.healthcareimprovementscotland.org/about_us/contact_healthcare_improvement/complaints.aspx (accessed 26th June 2018)