MAKING A COMPLAINT OR SUGGESTION

Phoenix
Hospital Group

Making a complaint or suggestion

We take all complaints very seriously and aim to make the process as easy and comfortable as possible.

If you wish to give feedback from your experience you immediately can:

- Speak to any member of staff to raise concern or complaint immediately.
- Request to speak to a manager or consultant if you'd prefer.
- Call our enquiries line

If Your Complaint Cannot Be Resolved Immediately

If we're unable to resolve your concern straight away, we will follow our Complaints Policy and Procedure, which includes:

- Reviewing your concern in detail.
- Contacting you if we need further information.
- Investigating the matter thoroughly.
- Providing a written response with the outcome and any actions taken.

Our Commitment

- We are committed to providing the highest standard of care tailored to your individual needs.
- We regularly review feedback to identify areas for improvement.
- All complaints are recorded and reviewed in line with our Complaints Policy and Procedure.

Written Complaints

- You may also make a complaint in writing, please do so as soon as possible to ensure details are clear.
- A full copy of our Complaints Policy and Procedure is available on request from our management team

All formal complaints must be received within 6 months from the event or as soon as an issue is identified. Written complaints should be addressed to the hospital director by emailing or writing to:

Weymouth Street Hospital, 9 Harley Street and 25 Harley Street - Marcus Whiteley

@ marcus.whiteley@phoenixhospitalgroup.com

✉ 9 Harley Street, London, W1G 9QY

Phoenix Chelmsford Hospital - Natasha Browne

@ natasha.browne@phoenixhospitalgroup.com

✉ Phoenix Hospital Chelmsford, West Hanningfield Road, Chelmsford, Essex Healthcare Park, CM2 8HN

One Hatfield Hospital - Natasha Browne

@ natasha.browne@phoenixhospitalgroup.com

✉ One Hatfield Hospital, Hatfield Avenue, Hatfield, AL10 9UA

One Ashford Hospital - Jo Nolan

@ jo.nolan@onehealthcare.co.uk

✉ One Ashford Hospital, Kennington Road, Willesborough, Ashford, TN24 0YS

First Stage – Local Resolution

All complaints must be submitted in writing within six months of the treatment date to the Hospital Director. Complaints received after this period will not be considered.

We will acknowledge receipt of your complaint, in writing, within 2 working days. This letter will confirm our understanding of your complaint and will include an invitation to a face to face meeting to try to resolve matters quickly. An investigation will be undertaken and you will receive a reply outlining our findings within 20 working days. If for any reason the investigation takes longer than 20 working days we will write to you again to keep you updated on the status of our investigation.

Some complex cases may take a longer time to investigate, should this be the case we will keep in regular contact with you and provide you with progress reports about your complaint.

Second Stage – Internal Review

If you are not satisfied with how your complaint has been handled by the Hospital Director at a local level, you can refer it to Lara Kyslun- Young, the Executive Assistant to the Chief Executive Officer for review.

Should your complaint be escalated to Stage 2, an independent review of how the complaint was handled at stage 1 will be undertaken by an appropriate Phoenix Hospital Group Director.

Please email lara.kyslun@phoenixhospitalgroup.com or you can write to Lara to the following address: Lara Kyslun-Young, 9 Harley Street, London, W1G 9QY

In accordance with Stage One, you have six months from the date of the final response letter to escalate your complaint to Stage Two. An acknowledgement will be sent within 2 days of receipt of the request for the complaint to be reviewed. A full response describing the review and its outcome will be shared with you in writing within 20 days. As part of the review the investigating officer may need to speak with you further to understand where your dissatisfaction lays.

Third Stage – Referral to ISCAS

Lastly, if you remain dissatisfied following the stage 2 review, you can take your complaint to the Independent Sector Complaints Adjudication Services (ISCAS). You will need to do this within six months of receiving the final response at Stage 2 and ISCAS aims to complete it's adjudication within 3-6 months.

They will only become involved if the complaint has already been through the Phoenix Hospital Group complaints process.

Further information can be found on the ISCAS website, www.iscas.org.uk.

NHS patients – our commitment to you

If you remain unhappy with how your complaint has been handled with first stage local resolution, you can contact the PHSO who may ask us to review your complaint further, agree to independently review your complaint or decide that no further action should be taken.

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank London SW1P 4QP
Telephone: 0345 0154 033
www.ombudsman.org.uk/making-complaint

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The organisation is committed to addressing concerns promptly and in accordance with established procedures. Please note that the complaints process is non-compensatory and does not include financial settlements. Should you be seeking compensation we would advise you seek independent legal advise. For issues relating specifically to surgical treatment or outcomes, it may be most appropriate to liaise directly with your Consultant Surgeon.

All correspondence should be directed via the named correspondence lead which will be detailed in our written documentation. We ask that you only use the correct channel to ensure that all correspondence are answered appropriately.

Phoenix Hospital Group is committed to equality and will not discriminate. No patient, or any other person involved in the investigation or resolution of a complaint, will receive discrimination on the grounds of age, race, ethnic or national origin, religious and political beliefs, gender reassignment, marital status, sexual orientation, disability or trade union membership. Phoenix Hospital Group is registered and regulated by The Care Quality Commission.

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