

Parkside Health is committed to delivering the highest standards of patient care, and we are continually looking for ways to improve the care we deliver to you. As part of our service, you have access to a complaint's procedure, in the event that you are unhappy with any aspect of the service being provided. This ensures that your concerns are investigated, and you are given a full and prompt reply.

Your complaint will be treated confidentially, and you will not be discriminated against for making a complaint. Complaining will in no way affect the high standard of care we will provide to you.

Who can make a complaint?

Complaints can be made by a current or former patients, or someone acting on your behalf. Where a complaint is received anonymously, Parkside Health will carry out an investigation as far as it reasonably can, depending on the content of the complaint.

How to make a complaint

To make a complaint, please contact us by:

Email: complaints@parksidehealth.com

Telephone: 01344 535 335

Mail: Parkside Health Limited, Windlesham Medical Practice, Wisteria Cottage, School Road, Bagshot, Windlesham, GU20 6PB

Verbally: Complaints can be made to any member of Parkside Health staff.

Acknowledgement of complaints

All received complaints, whether written or verbal will be recorded and acknowledged within five working days with the following information:

- the date and time the complaint was received
- a description of the complaint
- the name and contact details of the person investigating the complaint on behalf of Parkside Health.

How will Parkside Health handle the complaint?

Depending on the nature of the complaint, we will either:

- Investigate the complaint and respond with a full written reply within 7 working days of a conclusion and outcome being reached. If the investigation is taking longer than expected, Parkside Health will write to you to let you know.
- Invite you to meet the Manager in order to discuss your complaint. You may have a representative to support you through the complaints process. At this meeting, you will be asked:
 - How you wish to be kept informed of the complaint, e.g. in writing by letter or email, by telephone, or through an agreed third-party representative or advocate.
 - Confirm if you wish to give your consent to access your healthcare records (where appropriate) for the purposes of investigating the complaint.
 - Confirm if you have disabilities that need to be taken into account during the investigation.
 - Ask how you wish us to resolve your complaint, for example, an apology, new appointment, reimbursement for costs, or loss of personal belongings, or an explanation.
 - Agree a plan of action and discuss when you wish to hear back from Parkside Health.

After your meeting, Parkside Health will then carry out an investigation of the nature of the complaint and provide a full written response to you within 20 working days of the complaint being received. If a full response cannot be given within 20 working days of receiving the complaint, Parkside Health will write to you to explain the reason for the delay.

If you have been invited to meet the manager to discuss your complaint, and do not wish to accept the offer of a meeting, Parkside Health will itself determine the response period and notify you in writing of that period.

What happens if I am still unhappy?

If you are dissatisfied with the procedure and the decision of the Manager, you will be provided with the opportunity to meet with the Clinical Director to discuss your complaint. Once your request to escalate the matter is received by Parkside Health, we will arrange a meeting with the Clinical Director within 10 working days of receipt.

At the meeting we will ask you to:

- Outline your initial complain

- Express your reasons for dissatisfaction with the Manager's decision and/or procedure
- Decide on how you would like to be kept informed
- What you feel would be the best course of action in order to resolve the complaint

Once the meeting has been concluded, we will take some time to investigate the matter fully and ensure a resolution, which is fair and just, is reached. We will contact you within 10 working days. If the investigation is taking longer than expected, we will inform you of the reasons for delay and give you a new time frame for a response.

If you are still unhappy with our response

We will endeavour to ensure that your complaint is resolved as swiftly as possible, and an outcome that is amenable to you is reached. However, if you feel that this has not happened, you will be able to take your complaint to an independent external organisation.

Monitoring of complaints

Parkside Health reviews all complaints on an annual basis to monitor the number of complaints received and the issues that the complaints have raised to assess any trends or areas of risk that need to be resolved. Parkside Health reviews all complaints received with a view to continuously improve the quality of service that we provide to you.