

**The Hospital Group
Surgical Patients
Formal Complaints Procedure Summary**

Stage 1: Local Resolution

- All patients who wish to complain formally will be advised preferably to write to the Complaints Manager at Pines Hospital, detailing the Patient's Name, Address and Date of Birth:

**Pines Hospital
192 Altrincham Road
Manchester
M22 4RZ**

- Complaints by email should be sent to THGComplaints@thehospitalgroup.org, detailing the Patient's Name, Address and Date of Birth. For reasons of data protection and patient confidentiality we will only acknowledge receipt of the complaint by email, response/s will be sent in writing by post, therefore the patient's address will be required. We may also require further information for verification purposes.
- Complaints from an authorised representative can only be accepted with the written consent of the patient concerned.
- A written acknowledgement will be sent within three working days (unless a full reply can be sent within 5 working days).
- We will undertake an immediate investigation into the comments provided, and once all relevant medical records and reports have been compiled the Complaints Manager will carry out a review. It may also be necessary to take advice from other Clinical Specialists within The Hospital Group.
- On completion of the investigation review, the complainant will receive a letter from the Complaints Manager within 20 working days of receiving the complaint (this timescale does not include Weekends or Bank Holidays). This letter will contain a full written account of the outcome of the investigation, an apology for any deficiencies and an explanation of remedial action taken.
- On the occasion that a written response cannot be provided within this timescale we will inform the patient of the status of the complaint at a minimum of 20 working day intervals and aim to reach a timely conclusion.
- A complaint should be made as soon as possible and within 6 months of the date of the event which is the subject of the complaint or as soon as the matter first came to the attention of the complainant.
- Patients seeking to clarify comments made by the Complaints Manager should write as soon as possible after the response at Stage 1 and a further response will be provided within 20 working days.

Stage 2 – Internal Appeal

- If, following receipt of the final response from the Complaints Manager, a patient wishes to seek a review of Stage 1; they should write to the Stage 2 Reviewing Manager at the same address.
- This request should be made within 6 months of the final written response stating the reason why they are not satisfied with the Stage 1 handling of the complaint.
- A written acknowledgement will be sent within two working days (unless a full reply can be sent within 5 working days).
- The Reviewing Manager will undertake an immediate review into the outcome provided at Stage 1 by the Complaints Manager.
- The Stage 2 Reviewing Manager will respond following review within 20 working days of receiving the letter to confirm the decisions and actions taken by the Complaints Manager or to offer an alternate resolution.

- Where the investigation is still in progress and a decision has not been made, the Reviewing Manager will send a letter explaining the reason for the delay to the complainant, at a minimum every 20 working days.
- In the event that the Stage 2 Reviewing Manager confirms the decision of the Complaints Manager, the patient has the right to take the matter to Independent External Adjudication (Stage 3).

Stage 3 – Independent External Adjudication:

- Transform is a member of the Independent Sector Complaints Adjudication Service (ISCAS) if a patient remains dissatisfied with the resolution of their complaint, they may choose to escalate this to external adjudication through ISCAS.
- This request must be made within 6 months of the stage 2 decision letter.
- Should a patient wish to write to ISCAS they can do so at the below address:

**ISCAS, c/o CEDR - Centre for Effective Dispute Resolution
International Dispute Resolution Centre**

70 Fleet Street

London

EC4Y 1EU

Tel. 0207 536 6091

Email: info@iscas.org.uk