

THE HOSPITAL GROUP

The Formal Complaints Process for your Information

STAGE 1

Receipt of formal complaint by the Group

Receipt is acknowledged via Royal Mail within 2 working days of receipt
The acknowledgement letter informs:

of the investigating officer allocated to your case
we allow 20 working days to conduct our investigation

if further time for the investigation to be completed is required, a further advisory letter will be issued
to inform accordingly – these will be issued every 20 working days until conclusion

We issue our final response

You can submit an appeal to the final response within 6 months from the date of our final response

STAGE 2

Receipt of formal Appeal by the Group

Receipt is acknowledged via Royal Mail within 2 working days of receipt
The acknowledgement letter informs:

we allow 20 working days to conduct our review and investigation

if further time for the investigation to be completed is required, a further advisory letter will be issued
to inform accordingly – these will be issued every 20 working days until conclusion

We issue our formal Stage 2 response

Further to issue of the above, you have a right to appeal to the independent adjudicator -- reference
Stage 3 of our process below

STAGE 3

You can approach the Independent Sector Complaints Adjudication Service (ISCAS) direct within 6
months from the date of our final Stage 2 response by writing to:

Independent Sector Complaints Adjudication Service
C/O Centre for Effective Dispute Resolution (CEDR)
International Dispute Resolution Centre
70 Fleet Street
London
EC4 1EU

or by email / telephone

www.iscas.org.uk . telephone: 020 7536 6091