

# Complaints Process

We are committed to providing the highest standard of care and service to all our patients. We understand that concerns may arise from time to time, and we actively welcome feedback as an opportunity to improve.

If you are dissatisfied with any aspect of your treatment or the services you have received, we encourage you to contact us as soon as possible. We aim to resolve all complaints quickly, fairly, and informally wherever we can.

## How to Raise a Complaint

You may raise a complaint in any of the following ways:

- Speak directly to a member of staff.
- Email us at [complaint@myhealthcareclinic.com](mailto:complaint@myhealthcareclinic.com)
- Write to: Complaints Department, 5–11 Vanston Place, Fulham, SW6 1AY

## What to Include in Your Complaint

To help us investigate your complaint promptly, please provide the following information where possible:

- Your full name
- The date(s) of the relevant incident(s)
- A description of the issue and any relevant background details
- Any supporting documentation
- The names of any staff members involved (if known)

## Our Three-Stage Complaints Process

Stage 1	Local Review
	Your complaint is reviewed by a local manager, who will aim to resolve it promptly and informally.
	If you prefer not to speak with frontline staff, or if you are unhappy with their response, you may escalate to a more senior manager such as the Operations Manager.
	You will receive a full written response within 20 working days. If the investigation requires more time, you will receive a letter explaining the delay.
	The Stage 1 response will set out the outcome and explain how to escalate to Stage 2 if you remain dissatisfied.

Stage 2	Senior Review
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	To escalate to Stage 2, submit your request in writing within 6 months of receiving the Stage 1 final response.
	The review will be conducted by a senior member of staff who was not involved in the Stage 1 handling and does not have operational responsibility for the area concerned.
	You will receive a full written response within 20 working days. Where more time is required, you will be informed of the reasons for the delay.
	The aim is to complete the Stage 2 review within 3 months in most cases.

<b>Stage 3</b>	<b>Independent External Adjudication</b>
	If you remain dissatisfied after Stage 2, you may refer your complaint to independent external adjudication (ISCAS) within 6 months of receiving the Stage 2 final response.
	Stage 3 adjudication is free of charge to the complainant.
	Adjudication will not consider new issues that were not previously raised, except concerns about how the complaint itself was handled, which may only become apparent after Stage 2.
	ISCAS aims to complete adjudications within 3–6 months. The Independent Adjudicator will keep you updated at least every 20 working days.
	The Independent Adjudicator's decision is final and there is no right of appeal against the decision itself. However, your statutory rights, including the right to seek legal action at any time, are not affected.
	If you have concerns about how the Stage 3 process was conducted (not the decision), you may raise a complaint about the independent adjudication process.

## External Regulatory Bodies

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If you are not satisfied with the outcome of our internal complaints process, you may refer your complaint to one of the following independent organisations:

**Care Quality Commission (CQC):** <https://www.cqc.org.uk/>

**Dental Complaints Service:** <https://www.dentalcomplaints.org.uk>

**Independent Sector Complaints Adjudication Service (ISCAS):** <https://iscas.cedr.com/>

For further information, please refer to the [Patients' Guide to the ISCAS Code](#).