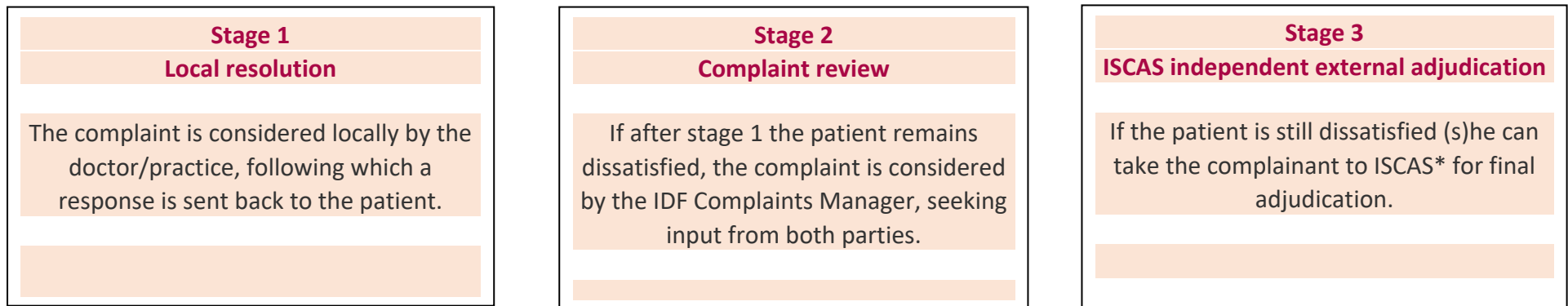


## COMPLAINTS PROCESS CHART

At Wholistic Medical Centre we are members of the Independent Doctors Federation (IDF) and follow their complaints process as outlined below.

If you would like clarification on whether a complaint can be brought against a specific member under this process, please contact a member of our team on 020 7486 2196, or email us at [www.wholisticmedical.co.uk](http://www.wholisticmedical.co.uk) and we'll be happy to clarify this for you.

WMC Patient Complaints procedure involves a three-stage process, as follows:



Please also see the latest WMC Complaints guide for more information on the process

\*For further information about the ISCAS complaints process please go to: [iscas-patient-guide-for-making-complaints.pdf \(idf.uk.net\)](https://www.idf.uk.net/iscas-patient-guide-for-making-complaints.pdf)

WMC is also registered with and inspected by the Care Quality Commission and we are required to report all complaints to the commission

## OUR ASSURANCE TO YOU

It is important to the Wholistic Medical Centre that we learn from each and every comment or complaint that we receive in order to help you and future patients.

- We assure you that all comments and complaints received will be taken seriously and fully investigated in a confidential and timely manner.
- Dealing with comments and complaints forms one part of an overall objective to pursue continuous improvement and quality within the practice.

Any comments or suggestions about the practice can also be made via the Patient Survey which can be requested from the reception or by email from [info@wholisticmedical.co.uk](mailto:info@wholisticmedical.co.uk)



Our clinic is approximately 10 minutes stroll from Bond Street, Oxford Circus, Regents Park or Baker Street underground stations.

  
Wholistic  
Medical Centre

DR SHAMIM DAYA

8 UPPER WIMPOLE STREET  
LONDON  
W1G 6LH

Tel No. 020 7486 2196

Fax No. 020 3637 2822

E-mail: [info@wholisticmedical.co.uk](mailto:info@wholisticmedical.co.uk)

[www.wholisticmedical.co.uk](http://www.wholisticmedical.co.uk)

  
Wholistic  
Medical Centre

General Practice

&

Wholistic Medicine

**SUGGESTIONS**

&

**COMPLAINTS GUIDE**

**2021**

## OUR PROMISE TO PATIENTS

The Wholistic Medical Centre is committed to delivering a high quality service and endeavours to provide you with excellent personal and professional care at all times. However, there may be times when your expectations are not met and you are not satisfied with the service you have received.

Our complaints procedure ensures that we respond to your concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature.

This guide outlines our patient complaints procedure and gives you advice about how to get a satisfactory response to your concerns.

Should you require any further information or guidance and support in using this Guide, then please do not hesitate to ask a member of staff.

## SUGGESTIONS

We welcome any suggestions you may have which will make Wholistic Medical Centre a better place for our patients and colleagues. Please contact our practise manager or ask to complete our survey.

## VERBAL COMPLAINTS

Every effort will be made to resolve your complaint immediately whilst you are still at the Clinic. However, if your concerns are not resolved to your satisfaction then help can be given if required on making a written complaint.

## WRITTEN COMPLAINTS

All written complaints should be addressed to the Registered Manager and the letter or email should include:

- Who or what has caused your concern.
- Where and when the event took place.
- What action, if any, has already been taken.
- What result you would like from your complaint.

We aim to respond to your complaint within 5 working days.

If we are unable to do this we will send you an acknowledgement within 2 working days of receiving your complaint, and will investigate and respond to you with the outcome within 20 working days.

If the investigation is still in progress, we will contact you giving the reason for the delay. A full response will then be sent within 5 days of a conclusion being reached.

Complaints should normally be made as soon as possible at stage 1, and within 6 months of the date of the event complained about, or

within 6 months of the matter coming to the attention of the complainant. The time limit may be extended by the Independent Health Practitioner (IHP) where the complainant has good reason for not making a complaint in the time limit (for example, where a complainant has been grieving), and there is a realistic opportunity of conducting a fair and effective investigation into the issues raised.

If you are not completely satisfied with the outcome, we are registered with Independent Doctors Federation (IDF) and as a member we are covered by a 3 stage complaint process.

The contact detail for IDF is as below:

IDF CEO  
The Medical Society of London  
Lettsom House  
11 Chandos St  
Marylebone  
London  
W1G 9EB

We are also CQC registered and our policies and procedures are in accordance with their published guidelines:

Care Quality Commission  
Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG

Tel: 03000 616 161

Fax: 03000 616 171

[www.cqc.org.uk](http://www.cqc.org.uk)