



HAVEN MEDICAL

HEALTHCARE SPECIALISTS

Complaints

Please talk to us

Every patient has the right to make a complaint about treatment or care they have received at Haven Medical.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, send your written complaint to:

DR HELEN JANE PLATTS, HAVEN MEDICAL
15 Haven Road Canford Cliffs Poole, Dorset BH13 7LF

Time frames for complaints

The time constraint for bringing a complaint to the Practice is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

We will acknowledge your complaint within three working days.

We will aim to resolve your complaint within 14 - 28 days, but no longer than 40 days.

Investigating complaints

Haven Medical will investigate all complaints effectively and in conjunction with current legislation and guidance.



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Confidentiality

Haven Medical will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

Third party complaints

Haven Medical allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Final response

Haven Medical will issue a final formal response to all complainants, which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

Further actions

If you are dissatisfied with the outcome you can request that your complaint be escalated to the independent complaint adjudication service (ISCAS).

By email: info@iscas.org.uk

By post: ISCAS, 70 Fleet Street, London, EC4Y 1EU