

## COMPLAINTS PROCEDURE – INFORMATION FOR PATIENTS

Dr Glancey Clinics is committed to providing a high-quality healthcare service. Dr Glancey Clinics recognises that there may be occasions when patients may wish to complain about some aspect of the service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of staff as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

**Verbal Complaints** - If you wish to speak to someone about any aspect of Dr Glancey Clinics services, please ask to speak to the Dr Ludmila Glancey as soon as possible, preferably before you leave the clinic premises. Every effort will be made to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

**Written Complaints** - Dr Glancey Clinics is a member of the Cosmetic Redress Scheme. We follow the protocols agreed upon by this service. Your complaint will be investigated in three stages. A complaint should be made as soon as possible and within six months of the date of the event which is the subject to the complaint or as soon as the matter first came to the attention of the complainant.

**Stage 1** - Written complaint acknowledged in 3 working days (unless a full reply can be sent within 5 working days.) Formal response made within 20 working days. In the first stage your complaint will be investigated by Dr Glancey Clinics Complaints Management office. We will invite you for a face-to-face meeting. If you are not satisfied with our response you may write to us to escalate your complaint to second stage.

**Stage 2 – Internal Review** - If, following receipt of the final response from the Registered Manager, a patient wishes to seek a review; this should be done in writing to the Clinical Director at the same address. This request should be made within 6 months of the final written response to their complaint at stage 1.

In the second stage your complaint will be independently investigated by Dr Ludmila Glancey. A full response will be provided. If you are still not fully satisfied you may write to the Independent Adjudicator within six months. They will fully investigate your complaint and provide you a full response.

**Stage 3 – Independent External Adjudication** - Dr Glancey Clinics is a member of the Cosmetic Redress Scheme. If a patient remains dissatisfied they may request external adjudication through the Cosmetic Redress Scheme and this request must be made within 6 months of the stage 2 decision letter. [info@cosmeticredress.co.uk](mailto:info@cosmeticredress.co.uk).

A full copy of the complaints procedure is available on request from the local clinic team. All patient satisfaction information is monitored through the Clinical Governance process and used to improve practice.

### ADDRESS OF THE INDEPENDENT ADJUDICATOR

#### Cosmetic Redress Scheme

Lumiere House  
Elstree Way  
Borehamwood WD6 1JH  
020 3907 1853  
[www.cosmeticredress.co.uk/](http://www.cosmeticredress.co.uk/)

#### We are regulated by CQC

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne NE1 4PA  
Telephone 03000 616161  
Website [www.cqc.org.uk](http://www.cqc.org.uk)

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**Please be assured that Dr Glancey Clinics will deal with all complaints confidentially and following investigation, will consider making changes to the healthcare service to improve the services on offer to all patients.**

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