



108 HARLEY STREET

## Feedback, Compliments and Complaint Policy

108 Medical Ltd believes passionately in delivering outstanding service to all our patients and visitors. We appreciate all feedback, reviews and will always listen when you wish to make a complaint.

Our policy helps make the process clear for all our patients, staff and consultants.

### Feedback

We consider all feedback important, small or big. We like to hear from you.

Please feel comfortable to communicate with us, our patient feedback helps us improve and deliver what you need. It's our job to make your experience as seamless as possible.

Every February, May, August and November we undergo a patient satisfaction survey and the results are shared with all staff members, consultants and our Board.

We have our feedback forms in the waiting rooms for patients to complete.

Patients who experience a day surgery procedure with us, we will always invite you to complete a feedback form.

Patients who undergo surgery in our local hospitals, we will always invite you to complete a feedback form on your experience within both facilities.

On a monthly basis we review all patients' feedback and google reviews. This is shared with staff, consultants and our Board.

### If you would like to share your feedback with us.

Feedback can be any information you would like to share about your experience with us but not a formal complaint.

1. Our patient feedback form can be found on our website, under complaints and feedback ([www.108harleystreet.co.uk](http://www.108harleystreet.co.uk))
2. You can email Clair Linnane, Practice Manager via the website, under complaints and feedback – [clair@108harleystreet.co.uk](mailto:clair@108harleystreet.co.uk)
3. You can speak to a team member in the clinic
4. You can leave us a review on google



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## Compliments

We value your feedback and it's always nice to hear from our patients. Positive feedback can be very uplifting for our staff and consultants.

### If you would like to leave a compliment

1. Please email- [clair@108harleystreet.co.uk](mailto:clair@108harleystreet.co.uk)
2. Please feel free to leave a google review
3. Please talk to a member of our team

## Complaints

### What is a complaint?

A complaint is a concern you may wish to highlight and express regarding your experience with us. This concern can be regarding pricing, your consultation, your treatment, our administration or regarding a member of our team.

### Informal and Formal Complaint

#### Informal complaint

An Informal complaint is considered a verbal complaint.

Our Department Managers are always happy to help and assist you resolve your concern immediately.

#### Formal complaint

A Formal complaint is in writing, we will Investigate and fully respond in writing.

#### Procedure

Please email or send your letter your complaint to:

Clair Linnane  
Practice Manager  
108 Harley Street  
W1G 7ET

[Clair@108harleystreet.co.uk](mailto:Clair@108harleystreet.co.uk)

Please add as much Information as you can to help the Investigation process.

The Practice Manager will acknowledge receipt of your complaint within 3 working days. This is normally by email or telephone.

All complaints are strictly held in confidence and a full response will be provided within 20 working days. On a rare occasion if further time was required, the Practice Manager will communicate this with you. The full response will be in writing.



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**There are 3 stages to all formal complaints.**

**Stage 1 – Local resolution**

Your complaint will be reviewed by Clair Linnane, Practice Manager.

The Practice Manager may ask to communicate with you on the telephone or suggest a meeting to help understand if more detail is required.

The Practice Manager will investigate thoroughly and fairly. This may involve meeting staff, consultants or Radiologists to establish facts.

Once the investigation is fully completed, the Practice Manager will formally respond to you in full.

**Stage 2- Internal review**

If you were dissatisfied with the Practice Manager's response, you can ask for an internal review which is known as stage 2 of the complaint's process.

We kindly ask you to address this in writing to:

Mr Marsh  
Surgical Director  
108 Harley Street  
W1G 7ET

You will receive an acknowledgement of your complaint within 3 working days.

The Surgical Director will ensure a comprehensive review is completed of your complaint.

You will be offered a telephone meeting or in person meeting to help resolve your concerns. During this meeting actions and decisions from stage 1 will be confirmed or an alternative solution may be discussed.

A full written response will be sent to you within 20 working days. This will be by email or post, we will ask for your preference.

For any reason there would be a delay, we would communicate and keep you updated throughout the process.

**Stage 3- Independent external Adjudicator**

If you are unhappy with the outcome you have the right to request an independent external adjudication by the Independent Sector Complaints Adjudication Service, known as (ISCAS).

**Please write to:**

Independent Sector Complaints Adjudication Service  
CEDR, 3rd Floor  
100 St. Paul's Churchyard  
London  
EC4M 8BU

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

Telephone: 020 7536 6091

Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)



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[Patient-guide\\_final3.pdf \(cedr.com\)](#)

This link provides all the Information you need about ISCAS and the complaint process.  
They request your complaint is within six months of receiving the final response at Stage 2.  
ISCAS aim to complete its adjudications within 3-6 months.  
The person making the complaint does not need to pay for this process.

Thank you