

Est-Ethics Clinic Complaints Procedure Information Sheet

We believe everyone has the right to a positive experience and good treatment outcomes. However, there may be times when you are unhappy about our services. If this is the case it is important that you tell us. We promise to listen and treat you with dignity and respect. We will deal with your complaint seriously, appropriately and in a timely manner.

Our Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner
- To increase customer satisfaction
- To use complaints constructively in the planning and improvement of all services.

Who can make a complaint?

Any person who has any contact with our services may use this complaints procedure. This includes individuals who have been refused a service that they think they may need.

The complaint may be made directly or by a third person representing the interests of the client using the service.

Informal Complaints

Most of the time, complaints can be resolved informally without using the Complaints Procedure. We invite you first to discuss your dissatisfaction with our clinic manager and explore if we can rectify the issue and offer you satisfactory outcome. However, where this is not possible, we will invite you to lodge a formal complaint.

Please email info@est-ethics.com to arrange a confidential discussion with our Director.

1. The designated Complaints Officer is the Director.
2. If you wish to lodge a complaint, the Director will be informed and will deal with the matter. If the complaint is made in person, you will be taken into a private area and time given to hear the comment or complaint in full.
3. If the complainant is not the client, written consent must be provided by the client on whose behalf the complaint is being lodged.
4. If the complaint is made in writing, the complaint will be recorded as such and the client invited to lodge an official complaint, laying out in detail the circumstances of the complaint. This will allow us to deal with the complaint in a structured manner.
5. The Director will record the relevant information on a complaint form. The matter will be fully investigated and a report or an acknowledgement will be supplied within two working days.
6. You will be informed in writing of the stages of the investigation and any action taken.

7. A full response will be made within 20 working days of receipt of the complaint, or where the investigation is still in progress, you will be sent a letter explaining the reason for the delay and a full response will be made within five days of a conclusion being reached.
8. Depending on the nature of the complaint, the Director will endeavor to resolve the complaint to your satisfaction.
9. You will be supported in your access to this procedure.
10. Your complaint will not detract from the standard of care and treatment offered to you in any way.
11. Est-Ethic Clinic keeps a record of all complaints, formal and informal and this information is used for evaluation and to improve the planning and development of services.

Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant.

Contact details are:

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square,

1 South Gyle Crescent,

Edinburgh,

EH12 9EB

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