



## **COMPLAINTS POLICY**

Perform Health is committed to providing a high quality service and continually improving the service it provides.

If you are unhappy with the treatment or service you have received from Perform Health, you are entitled to make a complaint. This policy describes Perform Health's complaints procedure.

### **Perform Health's Principles for Managing Complaints**

- Perform Health aims to resolve complaints as quickly as possible, particularly through an immediate informal (verbal) response
- Perform Health will ensure that all complaints are handled promptly, openly and thoroughly
- Perform Health's complaints procedure will be fair to the complainant and Perform Health staff
- Perform Health will ensure the process is supportive and without blame, leading to improvement in standards of service delivery, patient safety and care
- Perform Health will carry out a full investigation which is focused on resolution being open and honest with all complainants
- If resolution cannot be reached at local level, Perform Health will inform the complainant of how they can escalate their complaint or obtain an independent review of their complaint (if appropriate)

### **Who can Complain?**

A complaint can be made by a patient, a carer responsible for a patient or persons affected or likely to be affected by the actions or decision of Perform Health or its practitioners.

A complaint made by someone acting on behalf of the patient, must have the patient's consent to do so.

### **To Whom should I raise my Concern/Complaint initially?**

The first stage of our Complaints Procedure is 'local resolution'. Your complaint should be made in the first instance (verbal or written) to the individual practitioner who provided the service, or alternatively to the Managing Director of Perform Health.

'Local resolution' aims to resolve complaints quickly, as close to the source of the complaint as possible and, if possible, without the need to make a more formal complaint. In our experience, most complaints are due to simple areas of misunderstanding or unforeseen minor errors. In both instances, verbal dialogue, an explanation and if necessary an apology, is all that is required.

### **How do I make a Formal Complaint?**

If local resolution has not been successful or if you feel your complaint is of such significance that it requires escalating to a higher authority, you will need to put your complaint formally in writing (by post, email, or via our website), either to the practitioner responsible for the service you received or to Perform Health's head office, for the attention of Perform Health's Director (see below).

Please be aware that if you make your complaint verbally, a written record will only be made by Perform Health at our discretion. If you make a complaint in writing, Perform Health will ensure it is logged formally and responded to in writing.

### **What is the Process for Reviewing my Complaint?**

Perform Health's timescales are noted below. For all written complaints that we receive you will receive:

- Acknowledgement, within 3 working days of receipt
- A full response, following a review, within 30 working days

You should be kept informed of progress if, for any reason, this is not going to happen.

### **Where can I get Independent Advice & Help?**

If for any reason you are unhappy with Perform Health's formal response to your complaint, then you should consult with the person/organisation who referred you to Perform Health (unless this is not the case). If you were referred to Perform Health via the NHS, you may have access to the independent Patient Advice & Liaison Service, known as PALS, who support patients and carers in trying to resolve any issues as quickly as possible.

Find your local PALS via their website: [www.pals.nhs.uk](http://www.pals.nhs.uk) or through your GP surgery.

### **The Health & Care Professions Council**

Patients who remain unhappy after local resolution and independent review, can seek a further review from the Health & Care Professions Council, who can be contacted at:

<http://www.hcpc-uk.co.uk/complaints/raiseaconcern/>

### **How to Formally Lodge a Complaint**

If you feel the need to make a 'formal' complaint about any aspect of treatment or care you have received from Perform Health, then please send your complaint in writing to:

Managing Director  
Perform Health  
21 Love Lane  
Woodford Green  
Essex  
IG8 8BH

If you prefer to email your complaint, then please send to: [info@performhealth.com](mailto:info@performhealth.com)