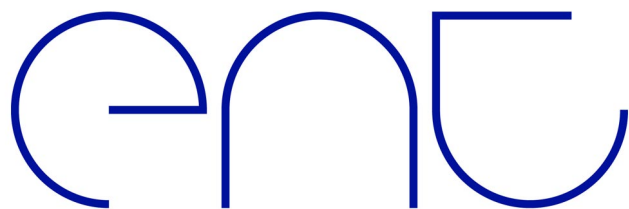


THE HARLEY STREET ENT CLINIC

COMPLAINTS GUIDE

THE HARLEY STREET



EAR NOSE & THROAT CLINIC
ONE-STOP ENT CARE



OUR ASSURANCE TO YOU

It is important to the Harley Street ENT Clinic that we learn from each and every comment or complaint that we receive in order to help you and future patients.

- We assure you that all comments and complaints received will be taken seriously and fully investigated in a confidential and timely manner.
- Dealing with comments and complaints forms one part of an overall objective to pursue continuous improvement and quality within the Clinic.
- Any comments or suggestions about the Clinic can be made via the Patient Survey, which can be completed online via a link sent to you from the clinic. A paper version is available in the waiting room or on request from Reception.



Contact Us

The Harley Street ENT Clinic

Tel: 020 7224 2350

Email: info@harleystreetent.com

Address: 109 HARLEY STREET
LONDON W1G 6AN

Website: www.harleystreetent.com

OUR PROMISE TO PATIENTS

The Harley Street ENT Clinic is committed to delivering a high quality service and endeavours to provide you with excellent personal and professional care at all times. However, there may be times when your expectations are not met and you are not satisfied with the service you have received. Our complaints procedure ensures that we respond to your concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature. This guide outlines our patient complaints procedure and gives you advice about how to get a satisfactory response to your concerns. Should you require any further information or guidance and support in using this Guide, then please do not hesitate to ask a member of staff.

VERBAL COMPLAINTS

Every effort will be made to resolve your complaint while you are still at the Clinic. However, if your concerns are not resolved to your satisfaction then help will be given on making a written complaint.

WRITTEN COMPLAINTS

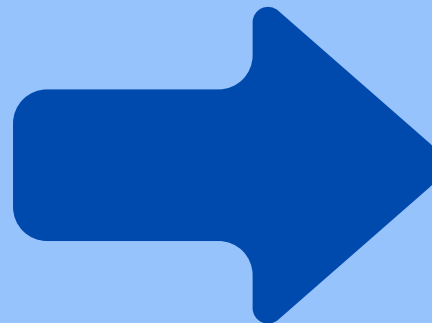
STAGE 1

All written complaints should be addressed to the Director of Quality, and the letter should be sent to; info@harleystreetent.com and include:

- Who or what has caused the concern
- Where and when the event took place
- What action, if any, has already been taken
- What result you want from your complaint

We will then acknowledge receipt of your letter within 3 working days, unless a full reply can be sent and the complaint resolved within 5 working days.

We will investigate the complaint and will write to you with the outcome within 20 working days. If the investigation is still in progress, a letter will be sent explaining the reason for the delay regularly, at the very minimum every 20 days. A full response will then be sent within 5 days of a conclusion being reached.



STAGE 2

If you remain unhappy and feel that your complaint has not been resolved you can ask to be referred to our Stage 2 review procedure by writing to; Mrs Natalie Brookes (Medical Director) or Mr Bruce Robinson (Independent Review Advisor) at The Harley Street ENT Clinic. This must be done within 6 months of the final response to your complaint at stage 1.

Receipt of your letter will be acknowledged within 3 working days, unless a full reply can be sent and the complaint resolved within 5 working days.

The complaint will be reviewed again and Mrs Brookes or Mr. Robinson will write to you with the outcome within 20 working days. If the investigation is still in progress, a letter will be sent explaining the reason for the delay regularly, at the very minimum every 20 days. A full response will then be sent within 5 days of a conclusion being reached.

STAGE 3

If you remain dissatisfied by how your complaint has been handled, then you can request an independent adjudication by writing to;
ADR Group
Churchgate Lakes, Rectory Lane, Battlesbridge,
Rettendon Place,
Essex SS11 7QR

This must be done within 6 months of the final response to complaint at stage 2. You can review their services on <https://adrgroup.co.uk/>