

Complaints Procedure

At Chalk Stream Medical, we strive to provide excellent private medical care. However, if you have a concern or complaint about our services, we encourage you to bring it to our attention so that we can address it promptly and fairly. All complaints will be dealt with respectfully, and without prejudice or discrimination to anyone who makes a complaint.

How to Raise a Complaint

1) Informal Resolution:

In the first instance, we encourage you to discuss your concern directly with the staff member involved or their supervisor. Many issues can be resolved informally at this stage.

2) Formal Complaint

If your concern is not resolved to your satisfaction informally, or if you prefer to make a formal complaint, you can do so by:

- 1) Post: Chalk Stream Medical, Bowland House, Stiles Yard, West Street, SO249AT
- 2) Email: info@chalk.stream

What to Include in Your Complaint

When making a formal complaint, please provide the following details:

- 1) Your name and contact information.
- 2) Details of your complaint, including the date(s) and location(s) of the incident(s).
- 3) Any relevant documentation or information that supports your complaint.

Acknowledgement and Investigation

Upon receipt of your complaint, we will acknowledge it promptly, usually within 3 working days. Your complaint will be investigated thoroughly and impartially by a member of our management team. We may need to contact you for additional information or clarification during the investigation.

Response and Resolution

We aim to provide you with a written response to your complaint within 20 working days of receiving it. Our response will outline the findings of the investigation and any actions taken or proposed to address your concerns. If there is any delay in your written response you will be informed by writing within 20 working days.

Escalation

If you are not satisfied with our response, you may request an independent review by contacting our Registered Manager: Dr Camilla Nuttall or the Nominated Individual: Dr James Coutts Donald at Chalk Stream Medical, Bowland House, Stiles Yard, West Street, SO249AT or by emailing: info@chalk.stream.

If a disagreement persists and cannot be resolved internally, and if the management of Chalk Stream Medical believes that all concerns have been adequately addressed, the complainant will be advised to seek assistance from external authorities. Please see links below with details of organizations that can help resolve your complaint.

The Patients Association – for community advice and support

<https://www.patients-association.org.uk//>

0800 345 7115

Citizens Advice Bureau

<https://www.citizensadvice.org.uk/s/?q=complaint>

0808 2787861

GMC (General Medical Council) – for concerns over a doctors fitness to practice

0161 923 6602

CQC (Care Quality Commission) –

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

03000 616161

Parliamentary and Health Service Ombudsman

<https://www.ombudsman.org.uk/>

0345 015 4033

Chalk Stream Medical will keep a log of all informal and formal complaints in the Complaints Register and this register will be provided to the CQC (Care Quality Commission) for review when requested.

Please be aware that complaints deemed vexatious or made in an abusive manner involving unacceptable behaviour will not be addressed under this Complaints Procedure. Chalk Stream Medical reserves the right not to pursue such complaints.

If you have a complaint or wish to discuss any aspect of our services or building, please contact us using the following details:

Chalk Stream Medical
Bowland House, Stiles Yard
West Street, SO24 9AT
Email: info@chalk.stream