



CHEWS HEALTH

Complaints Leaflet

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Chews Health Ltd.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager.

If for any reason you do not want to speak to a member of our staff, then you can request that the Health and Care Professions Council investigates your complaint. They will contact us on your behalf:

Service & Complaints Manager: 020 7840 9708

The Health and Care Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to enquiries@chewshealth.co.uk

Further Action

If you are dissatisfied with the outcome of your complaint from Chews Health Ltd, then you can escalate your complaint to HCPC as above following our final response.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaint's manager will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your

Investigation

Chews Health Ltd will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Chews Health Ltd will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Chews Health Ltd allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Chews Health Ltd will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.

Further information is detailed in our organisation policy. This can be requested from any of our team.

If you have any questions please speak to a member of our team or contact us on:
0161 8717391 or enquiries@chewshealth.co.uk