

Complaint Resolution Procedure for non-IDF doctors, non-medical clinicians and non-clinical staff

Please note: this Complaint Resolution Procedure is for use for doctors who are not members of the Independent Doctors Federation (IDF), non-medical clinicians and non-clinical staff. As stated in Grespi's Complaint Policy, a different Complaint Resolution Procedure is for use for doctors who are members of the Independent Doctors Federation (IDF) and who have signed up to the IDF Patient Complaint Procedure.

At May 2022 Grespi's medical doctors and IDF members are Dr Lorenzo Grespi FRCPsych, Consultant Psychiatrist and Medical Director, and Dr William Badenhorst FRCPsych, Consultant Psychiatrist and Deputy Medical Director.

If you are unhappy with the facilities or services you have received from a member of our staff, we at Grespi would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, concerns are addressed and resolved via a clarification between you and the clinician(s)/staff concerned (Stage 1).

If you are not fully satisfied with what you have achieved in your discussion with the clinician(s)/staff concerned, you can put your concerns in writing and raise a formal complaint, which is escalated to Stages 2 and 3.

You should consider making your complaint as soon as possible and within 6 months of the date of the event(s) you would like to complain about, or of the matter coming to your attention. Grespi is prepared to extend the time limit where you have a good reason for not making a complaint in the time limit (for example, where a complainant has been grieving) and there is a realistic opportunity of conducting a fair and effective investigation into the issues raised.

The Complaint Resolution Procedure has three stages:

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| Stage 1 | Resolution achieved through a discussion and a clarification between the complainant and the clinician(s)/staff |
| Stage 2 | Investigation of the complaint by Grespi's Medical Directors |
| Stage 3 | Independent Adjudication from ISCAS |

Stage 1

To start the formal Complaint Resolution Procedure you should write to:

The Administrator
Grespi
The Stanley Building
7 Pancras Square
London N1C 4AG
info@grespi.com
020 3871 2690

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

The Administrator will send you an acknowledgement of your letter within three working days of receipt of the complaint.

The Administrator will inform the clinician(s)/staff concerned about your complaint as well as the Medical Directors of Grespi.

The clinician(s)/staff will offer to discuss your complaint with you at the earliest opportunity, clarify any misunderstanding, consider ways forward and do their best to resolve satisfactorily the situation.

The clinician(s)/staff will send you a summary of their discussion with you within 5 working days. This correspondence should include an apology in writing, where appropriate.

Complaints documentation is held in Grespi's Complaints Folder.

Stage 2

If you are dissatisfied with the outcome of Stage 1, you can ask for your complaint to be escalated to Stage 2 by writing to:

The Administrator
Grespi
The Stanley Building
7 Pancras Square
London N1C 4AG
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020 3871 2690

In your statement you should clarify in detail the nature of your concerns, when the relevant event(s) took place and the reason(s) for your dissatisfaction with the outcome of Stage 1. You should also clarify your expectations from the complaint being formally investigated.

The Administrator will inform you in writing within 3 working days from receipt of your complaint that Stage 2 has been activated and that the Medical Director or Deputy Medical Director will carry out a formal investigation of the complaint.

The investigator will carry out the investigation and within 20 days from the activation of Stage 2 the investigator will provide you with their feedback in writing. This will include a description of the main issues raised with the complaint, the remit and methodology of the investigation, the investigator's findings and the investigation's outcome.

The investigator will also provide information on how the complaint can be escalated further, should you not be fully satisfied with the findings and outcome of the investigation.

If by the deadline of 20 days the investigation is still ongoing, the investigator will provide to you an explanation in writing for the delay. A holding letter will be sent to you every 20 days where an investigation is continuing.

Should you respond in writing to the investigator regarding the investigation's findings and outcome, the investigator will provide a response in writing within 5 days from receipt of your comments on the investigation.

Untoward incidents such as unexpected death, neglect, alleged rape/sexual assault, harassment or discrimination are automatically dealt with from Stage 2.

Stage 3

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted. A complainant should then request the Adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service (ISCAS)
Care of CEDR - Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London EC4Y 1EU
020 7536 6091
info@iscas.org.uk

This written request for adjudication must be made within 6 months of the final determination by the investigation at Stage 2. The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from Grespi's investigator that Stage 2 has been completed.

The ISCAS Secretariat will notify Grespi of a request for Stage 3 made directly within ten days. The Secretariat will then be the main contact for the complainant once Adjudication is started. A complainant accessing this service will be asked to consent to release of records from Grespi relevant to the complaint and a report will be made to the complainant and Grespi.

Additional information for patients about ISCAS can be found at: <https://iscas.cedr.com/>

The Care Quality Commission

Some healthcare services are required to be registered by the Care Quality Commission (CQC) which regulates Health and Adult Social Care Services. The CQC does not investigate complaints but considers relevant information about practices providing regulated activities within the terms of the legislation. They can be contacted at:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Relevant websites

ISCAS: www.iscas.org.uk
CQC: www.cqc.org.uk

Unacceptable behaviour by complainants

At each stage of the complaints procedure it might be deemed that a patient's behaviour is unacceptable. We have a policy in place to handle unacceptable behaviour of complainants.

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