

Complaints Procedure



CRYSTAL PALACE
PHYSIO GROUP

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Making People Better

Crystal Palace Physio Group aims to be a quality provider, offering specialised Physiotherapy and associated services.

If, for any reason, you are unhappy with the treatment or service you have received, you can make a complaint, have it considered and receive a response in writing.

Our procedure is in line with the NHS complaints procedure and is applied to all services provided for our NHS, Private and Occupational Health clients.

Crystal Palace Physio Group is committed to ongoing quality improvement and as such all complaints are welcomed and we will ensure they are dealt with in a thorough, sensitive and confidential manner.

How we manage complaints

- Our aim is to resolve complaints as quickly as possible, with an immediate verbal response by frontline staff in the first instance.
- We will ensure that all complaints are handled promptly, openly and thoroughly.
- Our complaints procedure will be fair to the complainant and staff.
- We will ensure the process is supportive and without blame, leading to improved standards of service, patient safety and care.
- We will carry out a full investigation which is focused on resolution and being open and honest with all complainants.
- If resolution cannot be reached at a local level, we will inform the complainant of how they can obtain an independent review of their complaint.

Who can complain?

A complaint can be made by a patient or person affected, or likely to be affected, by the actions or decision of Crystal Palace Physio Group or its staff. A complaint can also be made by someone acting on behalf of the patient or person, if they have the patient's written consent.

What is the time limit for making a complaint?

You should normally complain within 12 months of the event, or events concerned, or within 6 months of becoming aware that you have grounds for complaint. If there are good reasons why you could not complain earlier, we can waive this time limit.

Who should I complain to initially?

The first stage of our complaints procedure is 'Local Resolution'. Your complaint should be made verbally or written to the individual staff member who provided the service, or to the Crystal Palace Physio Group manager of that service.

Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible, without the need to make a more formal complaint. Most complaints are due to simple issues of misunderstanding or unforeseen minor errors. We have found that in both instances, verbal dialogue, an explanation and if necessary an apology, can resolve the issue.

How do I make a formal complaint?

If local resolution is not successful or if you feel your complaint requires escalating to a higher authority, you will need to put your complaint formally in writing (by post or email), either to the manager of the service or to the Operations Manager at Crystal Palace Physio Group's head office:

The Complaints Manager
Crystal Palace Physio Group
Jubilee Stand,
London SE19 2BB

If you make your complaint verbally, we may make a written record. If your complaint is in writing, we will ensure it is logged formally and responded to in writing.

Continued...

Contact us now

☎ 020 8778 9050

📠 020 8659 1501

✉ enquiries@cpg.co.uk

🌐 www.cpg.co.uk



What is the process for reviewing my complaint?

Our timescales for managing complaints are in line with NHS Complaints Management Timescales. If you complain in writing, you will receive:

- Acknowledgement within two working days.
- Full response from a Crystal Palace Physio Group manager within 14 working days. (Please note the official response time outlined in the NHS complaints procedure is within 20 working days of receipt of the complaint)
- Any further responses to additional queries within 14 working days.

If, for any reason, we are not able to meet these timescales, we will keep you informed of our progress.

Where can I get independent advice and help?

We hope that if you have a problem, you will use our complaints procedure. We believe this provides the best chance to put right whatever has gone wrong and an opportunity to improve our service.

If you would prefer independent advice in the first instance, then you should consult with the person or organisation that referred you to Crystal Palace Physio Group. If you referred yourself then you have the option to refer the matter to our professional body as outlined below.

If you were referred to our NHS Service you can consult with your GP and you also have access to independent advice. The Patient Advice & Liaison Service (PALS) ensures that the NHS supports any queries and concerns from patients, their relatives, carers and friends to resolve issues as quickly as possible. Your local PALS can be contacted via www.pals.nhs.uk or through your GP Surgery.

What if I am unhappy with the response provided by Crystal Palace Physio Group?

NHS Patients

NHS patients referred to Crystal Palace Physio Group, who are still unhappy after local resolution and independent review, can seek a further review from the Health Service Ombudsman, who is completely independent of both the NHS and private organisations at:

The Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

T: 0345 015 4033

www.ombudsman.org.uk

You can alternatively contact the Health and Care Professionals Council if you are unhappy with our response to your complaint. Please visit www.hpc-uk.org/complaints for further information.

Private and Corporate Patients

If for any reason, you are unhappy with our response to your complaint, then you should consult with the person who referred you (unless you referred yourself). The Health and Care Professions Council can be contacted if you wish to make a complaint against one of our physiotherapists. Please visit www.hpc-uk.org/complaints for further information.

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