

Complaints: A Guide to making a Complaint

Stafford Skincare

Complaints and Suggestions

We welcome suggestions about how we can improve our services. If you experience any difficulties, please report these, within 6 months of the incident, in writing to:

Dr Anne Ward
Stafford Skincare Ltd
Borrowcop Lane
Lichfield WS14 9DG

We believe this will give us the best chance of putting right what has gone wrong.

Stage 1 – Local Resolution

Once we receive your complaint, we will acknowledge your letter within 2 working days of the date of receipt. We aim to provide you with a full written response within 20 working days unless we both agree a different timescale.

We understand that making a complaint can be very distressing but please let us know if you are unhappy with any aspect of your care, so that we can try to put it right. Making a complaint will not affect Your Rights or your treatment with us in the future. We will provide support and reassurance for you throughout the whole process, as we understand how stressful making a complaint can be.

It is often very helpful to meet up face to face to discuss your concerns, and we always welcome the opportunity to talk things over with you, either alone or with someone you would like to bring with you.

We will investigate your complaint thoroughly, keeping you informed at all stages of the enquiry. If we need to involve outside independent assistance to investigate your complaint, we will ask your permission to share confidential personal information before we do so.

The **Patients Association** is a small healthcare charity that can give you advice on making a complaint, and produces several useful booklets. They can be contacted at:

Patients Association
PO Box 935
Harrow
Middlesex
HA1 3YJ

Stage 2 – The Complaint Review

If you are not happy with the outcome of the Local Complaint Resolution, then you have the right to seek a Complaint Review within 6 months of receiving the report. Please write to:

The Independent Doctors Federation
CEO
The Medical Society of London
Lettsom House, 11 Chandos Street
Marylebone, London W1G 9EB

Stage 3 – Independent External Adjudication

If you remain unhappy with the outcome of the Complaint Review, then you have the right to refer the matter to the Independent Sector Complaints Advisory Service (ISCAS). The address to write to is:

Independent Sector Complaints Advisory Service
ISCAS
1 King Street
London EC2V 8AU

www.iscas.org.uk

The ISCAS would normally expect any request to be lodged within 6 months of receipt of the Complaint Review decision.