



HELPING YOU TO
ACHIEVE IN LIFE

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Private Clinics in Central London and Wilmslow, Cheshire
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Policy Author (Name/Position)	Dr Neil Rutterford, Director LANCuk

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Review Undertaken By Dr Neil Rutterford

Complaints Policy

Complainants about any aspect of the service, care and treatment provided are requested to contact a staff member so that they can be given the complaints policy. Complaints can be submitted verbally, or in writing to the Director, either via letter or email, detailing their complaint.

All complaints receive a written acknowledgement within 2 working days, unless a full reply can be sent within 5 working days.

If a complaint is received from a third party complainant, consent should be gained from the relevant patient.

The Director will determine the type of action required and investigation into the case ensues. Discussion with relevant personnel then takes place and, in the case of a patient, patient records are reviewed. Procedures are implemented to improve practice with the individual(s) concerned and/or implications to the organisation generally discussed at a practice meeting and/or staff meeting.

A full written response is sent to the complainant within 20 working days, or where the investigation is still in progress, a letter explaining the reason for the delay is sent to the complainant. A full response is made within 5 days of a conclusion being reached. The complainant receives written confirmation of the stages of investigation and actions taken.

A register of complaints is kept by the Director.

In the event of a complaint not being satisfactorily resolved, conciliation should be attempted. If the complaint is still unresolved, then the complainant may take their complaint to the Care Quality Commission or to the relevant professional body, i.e. the GMC, British Psychological Society, etc.

If a complaint is to be made against the Director in relation to NHS funded care, the complainant can contact the Independent Healthcare Complaints Advocacy (SEAP) as follows:

seAp Hastings

seAp Hastings
PO Box 375
Hastings
East Sussex
TN34 9HU

Tel: 0330 440 9000

Email: info@seap.org.uk

Fax: 01424 204687

If a complaint is to be made against the Director in relation to private funded care, the complainant can contact the Independent Healthcare Sector Complaints Adjudication Service as follows:

Independent Healthcare Sector Complaints Adjudication Service

Location and Contact Details

- 70 Fleet Street
London EC4Y 1EU

Note: These offices are administrative only and do not receive visits from members of the public.

- info@iscas.org.uk
- 020 7536 6091