

## Meeting

- If a meeting is arranged, the complainant will be advised that they may if they wish bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation will be given.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This includes details of how to approach the Health Improvement Service if the complainant is not satisfied with the outcome.
- The outcomes of the investigation and the meeting are recorded in the Complaint Book and any shortcomings in company procedures will be identified and acted upon.
- The company management formally reviews all complaints as part of its quality monitoring and improvement procedures, to identify the lessons learned.

## Further Information

- A named person will be responsible for the administration of the procedure.
- Every complaint is acknowledged within 3 working days.
- All complaints are investigated and responded to in writing within 20 working days of the complaint being made.
- Service Users (and their representative, if appropriate) will be updated on the progress of the investigation if the 20 working days cannot be met.
- Complaints are dealt with promptly, fairly and sensitively, with due regard to the upset and worry that they can cause to both service users and staff.

## Contact Details:

Email: [office@curaidh.com](mailto:office@curaidh.com)

By Post: Curaidh, 15 Wallace Street, Dundee DD4 6AN

For more information please visit the IDF website:

<https://www.idf.co.uk/patients/patient-complaints.aspx>

or contact Health Improvement Scotland:

[Programme Manager, Independent Healthcare Services Team](#)

[Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent](#)

[Edinburgh, EH12 9EB Tel: 0131 623 4342 \(10am-2pm, Monday to Friday\)](#)

[Email: his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)

# Curaidh<sup>®</sup>

## Feedback Form

# Did we do something well?

We'd love to hear about it! 

You can give us a testimonial verbally, in the comments box below, send us an email: [office@curaidh.com](mailto:office@curaidh.com)

or write to us at Curaidh, 15 Wallace Street, Dundee DD4 6AN

**Also feel free to tell us if you have any suggestions that would improve our service.**

Name: .....
Date: .....
Comments: ..... ..... ..... ..... .....

# Did we do something wrong?

We still want to hear about it!

Curaidh accepts the rights of Service Users (and their relatives or representatives, if appropriate) to make complaints and to register comments and concerns about the services received, and further accept that they (the Service Users) should find it easy to do so. Curaidh welcomes complaints and looks upon them as opportunities to learn, adapt, improve and provide better services.

# How to make a complaint

Curaidh accepts the rights of Service Users (and their relatives or representatives, if appropriate) to make complaints and to register comments and concerns about the services received, and further accept that they (the Service Users) should find it easy to do so. Curaidh welcomes complaints and looks upon them as opportunities to learn, adapt, improve and provide better services.

How to make your complaint:

- 1) Verbally
  - After talking the problem through, the manager or member of staff dealing with the complaint will suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant (advocate) and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter) and the Service User.
  - If the suggested plan of action is not acceptable to the complainant or the Service User, then the member of staff or manager will ask the complainant to put their complaint in writing to the registered manager. The complainant should be given a copy of the company's complaints procedure if they do not already have one.
  - Details of all verbal and written complaints must be recorded in the Complaints Register and the Service User's file.
  
- 2) In Writing
  - Immediately on receipt of the complaint, the complaints manager will start an investigation and within 20 working days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
  - If the issues are too complex to complete the investigation within 20 working days, the complainant will be informed of any delays.
  - Where the complaint cannot be resolved between the parties, external arbitration will be sought. Dr Minha is a member of the Independent Doctors Federation and will refer to the IDF if internal resolution cannot be achieved. Should there still be an impasse then the IDF will refer the complaint to the Independent Healthcare Sector Complaints Adjudication Service. ISCAS and its findings will be final to both parties.