

Information Leaflet on Making a Complaint for Patients

How to Raise a Concern or Make a Complaint

We are committed to providing high-quality care. If something has not met your expectations, we want to hear from you so we can put things right and improve our service.

Raising a Concern

Many concerns can be resolved quickly. If you feel able, please speak to a member of staff or your clinician. We will do our best to address the issue promptly and informally.

Making a Formal Complaint

If you would prefer to make a formal complaint, you can contact us directly:

Email: complaints@bloomfieldhealth.com

Telephone: 020 7458 4640

You can also ask someone (such as a family member or advocate) to make a complaint on your behalf. We may need your consent before sharing confidential information.

What Happens Next

1. Acknowledgement

We will acknowledge your complaint within 3 working days.

We will:

- Confirm who is handling your complaint
- Explain what will happen next
- Provide a timeframe for response

2. Investigation

We will:

- Carefully review your concerns
- Speak to the staff involved
- Review relevant records
- Contact you if we need clarification

We may offer to meet with you to better understand your concerns.

3. Response

We aim to provide a full written response within 20 working days. If this is not possible, we will keep you updated at least every 20 working days.

Our response will include:

- A summary of your concerns
- What we found
- An explanation of what happened
- Any apology where appropriate

- What we have learned
- Any actions we are taking

If You Are Not Satisfied

If you remain unhappy, you can ask us to review your complaint.

If your complaint is still not resolved after we have reviewed the findings of your complaint, you may refer it to:

Independent Sector Complaints Adjudication Service (ISCAS)

Website: <https://iscas.cedr.com>

We will provide full details of how to do this in our response.

Your Care Will Not Be Affected

Making a complaint will not affect your care or treatment. We welcome feedback and use it to improve our services.

Support with Making a Complaint

If you need help to make a complaint (for example due to language, disability, or other needs), please let us know. We will do our best to support you.

Confidentiality

We will handle your complaint confidentially. Information will only be shared where necessary to investigate your concerns.

Learning and Improvement

We review all complaints carefully and use them to improve our services and patient experience.

Time Limits

We recommend making your complaint within 6 months of the event, or within 6 months of becoming aware of the issue. We may still consider complaints outside this timeframe where possible.

If you have any questions or would like to discuss a concern, please contact us using the details above.

We value your feedback and thank you for helping us improve.