

How to complain: using Chartwell Medical complaints procedure

Chartwell Medical aims to provide a high quality and efficient service to our customers and we aim to get things right first time. We listen to both positive and critical comments and use them to improve our services, so if you have views about our service or about the way a particular case is being handled, we would like to hear them. These pages contain our complaints procedure and guidance on using it.

A complaint is any written or spoken expression of dissatisfaction with the service we provide and we take complaints seriously. We aim to :

- deal with complaints openly and thoroughly
- try to resolve complaints promptly
- update the client/instructing party on progress throughout the complaint process
- arrive at a satisfactory resolution
- learn from complaints and so improve our processes and service levels

How to complain

Here we explain how to make a complaint about the work of Chartwell Medical or its staff and how we will respond.

Chartwell Medical's complaints procedure has three stages, as follows:-

Stage 1 - informal resolution – telephone / writing / e-mail

If you raise an issue over the telephone, we will try to resolve the problem on the spot.

Similarly, if you notify us in writing or by email, we will respond promptly, and in any case within 7 working days of receipt. If this is not possible, we will explain why and give you a new deadline.

Stage 2 - formal complaint

If you are not happy with the initial response you receive, you can get back in touch with us and ask for your complaint to be referred to the Complaints Team who will try to resolve the issue.

Stage 3 - final stage resolution

If, following your second response, you are still not satisfied, you can ask for your complaint to be referred to the Senior Operations Manager responsible for the area of the complaint.

Stage 1

Who should I raise my initial enquiry or concern with?

The first stage of the complaints procedure is 'informal resolution'. The service issue should be made in the first instance to the team providing the service. Informal resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means; for example, providing an information update.

You can raise your concerns immediately by speaking to a member of staff or Team Manager.

Stage 2

What if I'm still unhappy after informal resolution?

If you do want to continue with your complaint you can do this orally or in writing (including e-mail) to the Complaints Team. If you make your complaint orally, a written record will be made.

You should receive a response within 7 working days. You should be kept informed of progress if this is not going to happen.

Stage 3

What if I'm still unhappy after formal resolution?

You can ask for your complaint to be referred to the Senior Operations Manager responsible for the area of the complaint, who will reply in writing within 10 working days, or write to let you know why this cannot be done and give you a new deadline.

Dealing with your complaint - our standards

All our staff will be courteous and helpful. We will identify ourselves when answering the telephone; all telephone calls will be answered promptly. Where a voicemail is left, calls will be returned within one working day.

We will answer all letters as soon as possible but in any case within 7 working days of receipt. We will aim to answer all the points raised in correspondence accurately and openly. If it is not possible to reply within 7 working days, we will send an interim reply explaining the delay, answering any points we can and advising when you can expect a full reply.

Recording of complaints and reporting

All complaints are logged on receipt and progress tracked to resolution.

Weekly reports are compiled and forwarded to the Operations Director and Management Team detailing the complaints received, progress and resolution achieved.



Improving our complaints procedure

If you have any suggestions or comments about our complaints procedure please send them to Andrzej Pierog (Complaints Manager) at the address given below.

Who to write to

If you wish to put your complaint in writing and are unsure where to address it, please send it either by email or letter to:

Service & Complaints Manager

Name: Andrzej Pierog

Telephone: 020 8358 2617 direct dial

E-mail: apierog@chartwell-medical.co.uk

Our general contact number and postal address are:

Chartwell Medical Limited

Ground Floor, The Annexe

3 Harman Close

London NW2 2EA

Telephone: 020 8205 8888

E-mail: info@chartwell-medical.co.uk

Our Operations director:

Operations Director

Name: Alexander Landau

Telephone: 020 8205 8888

Address: As detailed above