



KAM Aesthetics and Beauty Clinic Ltd

COMPLAINTS POLICY

Policy Statement

Everyone has the right to expect a positive experience and a good treatment outcome. In the event of concern or complaint, patients have a right to be listened to and to be treated with dignity and respect. KAM Aesthetics and Beauty clinic is committed to managing complaints and concerns quickly and effectively to ensure clients have the best possible outcome and any failures in service delivery or improvements can be addressed and implemented. When handled well complaints provide an opportunity to improve service and quality.

Aims and Objectives

- We aim to provide a service that meets the needs of our clients and we strive for a high standard of care and service delivery
- We welcome suggestions from clients, service users and staff about the safety and quality of service, treatment and care we provide
- We are committed to an effective and fair complaints system and
- We support a culture of openness and willingness to learn from incidents, including complaints

Complaints Policy

- Clients are encouraged to provide suggestions, compliments, concerns, and complaints and we offer a range of ways to do it
- Clients are encouraged to discuss any concerns about treatment and service with their treating clinician (or alternate), or they can complete our customer feedback form
- Staff can also use the feedback form to record any concerns and complaints about the quality of service or care to clients
- All complainants are treated with respect, sensitivity, and confidentiality
- All complaints are handled without prejudice or assumptions about how minor or serious they are. The emphasis is on resolving the problem.
- Clients and staff can make complaints on a confidential basis or anonymously if they wish, and be assured that their identity will be protected.
- Clients and staff will not be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.

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Managing Complaints

- Colleagues/staff are expected to encourage clients to provide feedback about the service, including complaints, concerns, suggestions, and compliments
- Colleagues/staff are expected to attempt resolution of complaints and concerns at the point of service, wherever possible and within the scope of their role and responsibility

Resolution

The process of resolving the problem will include:

- an expression of regret to the client and/or staff for any harm or distress suffered;
- an explanation or information about what is known, without speculating or blaming others; considering the problem and the outcome they are seeking and proposing a solution; and confirming that the client is satisfied with the proposed solution.

If the problem is resolved, staff are expected to complete the log of customer complaints and inform all staff of any changes to practice as a result of the complaint. Any retraining will be recorded on the individuals staff training record.

Staff will consult with the manager if addressing the problem is beyond their responsibilities.

If the Complaint is Not Resolved

Complaints that are not resolved at the point of service, or that are received in writing and require follow up, are regarded as formal complaints.

Our service refers complaints to Healthcare Improvement Scotland if:

- After attempting to resolve the complaint, they do not feel confident in dealing with the complainant; or
- The outcome the complainant is seeking is beyond the scope of their responsibilities or;
- They or the complainant believe the matter should be brought to the attention of someone with more authority.

If the complaint is not resolved at the point of service, clinicians are expected to provide the complainant with the formal complaints policy.

The manager coordinates resolution of formal complaints in close liaison with colleagues/staff who are directly involved.

Responsibilities

- The service manager of KAM Aesthetics and Beauty Clinic in conjunction with any services involved e.g., Healthcare Improvement Scotland, NMC and/or the clinicians insurance provider are responsible for co-ordinating investigation and resolution of formal complaints, conducting risk assessments (in consultation with colleagues) and liaising with complainants.

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The service manager will maintain a register of complaints and other feedback, providing regular reports on informal and formal complaints, and monitor the performance of the complaints policy and procedure.

- All colleagues are responsible for a proactive approach to receiving feedback from clients and staff, risk management in consultation with the service manager of KAM Aesthetics and Beauty Clinic.
- The service manager of KAM Aesthetics and Beauty Clinic in conjunction with colleagues from other involved services e.g., Healthcare Improvement Scotland, NMC or insurance company are responsible for investigation and review of complaints and follow up action for serious complaints, or where complaints result in recommendations for change in policy of procedures.

The service manager of KAM Aesthetics and Beauty Clinic, is responsible for;

- Ensuring appropriate action is taken to resolve individual complaints
- Acting on recommendations for improvement arising from complaints
- Ensuring there is meaningful reporting on trends in complaints
- Ensuring compliance and review of the complaints management policy
- Notifications to insurers and
- Consultation with professional registration boards, and others where necessary.

Staff Training

All staff need to have been appropriately trained to manage complaints competently. KAM Aesthetics and Beauty Clinic provide ongoing updates with regards to customer service, dispute management and complaints management procedures. Regular reviews are conducted to check understanding of the complaints process among staff.

Promoting Feedback

Information is provided about the complaints policy and external complaints bodies that patients can go to with a complaint in a variety of ways, including;

- On our website
- Information in reception
- Post treatment communication and staff inviting feedback and comments

Risk Assessment

After receiving a formal complaint, the manager of KAM Aesthetics and Beauty Clinic reviews the issues in consultation with relevant staff to decide what action should be taken, consistent with the risk management procedure.

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Assessing Resolution Options

Formal complaints are normally resolved by direct negotiation with the complainant, but some complaints are better resolved with the assistance of an alternative dispute resolution provider.

The manager will signpost the complainant to an appropriate external body if;

- There is a serious question about the adequacy and safety of a health practitioner
- The complaint is against a senior clinician or manager who will be responsible for investigating the complaint, resulting in a perception that there is a lack of independence, or
- The complaint raises complex issues that require external expertise
- The complaint cannot be resolved internally to the client's satisfaction

KAM Aesthetics and Beauty Clinic undertakes to signpost patients to:

Programme Manager

Independent Healthcare Services Team

Healthcare Improvement Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

Timeframes

- Formal complaints reported within six months of the incident or event are acknowledged in writing or in person within 48 hours
- The acknowledgment provides contact details for the person who is handling the complaint, how the complaint will be dealt with and how long it is expected to take
- If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified
- Formal complaints are investigated and aim to be resolved within 20 days
- If the complaint is not resolved within 20 days, the complainant, clinicians, and staff who are directly involved in the complaint will be provided with an update.

Records and Privacy

- KAM Aesthetics and Beauty Clinic maintains a complaints and client feedback register with records of informal feedback (Suggestions for improvement and patient feedback forms) and formal complaints
- Personal information in individual complaints is kept confidential and is only made available to those who need it to deal with the complaint

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- Complainants are given notice about how their personal information is likely to be used during the investigation of a complaint
- Individual complaints files are kept in a secure filing cabinet in the service managers office and in a restricted access section of the computer system's file server
- Clients are provided with access to their medical records (in accordance with the confidentiality policy). Others requesting access to a client's medical records as part of resolving a complaint are provided with access only if the client has provided authorisation (in accordance with the confidentiality policy)

Open Disclosure and Fairness

- Complainants are initially provided with an explanation of what happened, based on the known facts
- At the conclusion of an inquiry or investigation, the complainant and relevant staff are provided with all established facts, the causal factors contributing to the incident and any recommendations to improve the service, and the reasons for these decisions.

Investigation and Resolution

The service manager of KAM Aesthetics and Beauty Clinic carries out investigations of complaints to identify what happened, the underlying causes of the complaint and preventative strategies. Information is gathered from:

- Talking to staff directly involved
- Listening to the complainant's views
- Reviewing medical records and other records; and
- Reviewing relevant policies, standards or Guidelines.

Complaints about Individuals

Where an individual clinician or staff member has been nominated by a complainant, the matter will be investigated by the service manager, who will:

- Inform the staff member of the complaint made against them
- Ensure no judgement is made against the staff member while an investigation is being carried out
- Ensure fairness and confidentiality is maintained during the investigation and
- Encourage the staff member to seek advice from their professional association/body, if desired

Staff members will be asked to provide a factual report of the incident, identify system issues that may have contributed to the incident and suggest possible preventative measures.

Where the investigation of a complaint results in findings and recommendations about individual staff members, the issues are addressed through the service's staff performance and review process.

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Reporting and Recording Complaints

The service manager of KAM Aesthetics and Beauty Clinic prepares monthly reports on the number and type of complaints, the outcomes of complaints, recommendations for change and any subsequent action that has been taken. The reports are provided to staff on a regular basis or as and when they occur.

Complaints are considered and discussed at monthly meetings.

An annual quality improvement report is published which gives a detailed report on the numbers and main type of complaints that were received, outcomes and how the complaint has resulted in changes within the service.

Monitoring and Evaluation

The service manager of KAM Aesthetics and Beauty Clinic continuously monitors the amount of time taken to resolve complaints, whether recommended changes have been acted on and whether satisfactory outcomes have been achieved.

The service manager of KAM Aesthetics and Beauty Clinic annually reviews the complaints management system to evaluate if the complaints policy is being complied with and how it measures up against best practice guidelines. As part of the evaluation, consumers and staff are asked to comment on their awareness of the policy and how well it works in practice.

References and Further Reading

The Code; Standards of Conduct, Performance and Ethics (NMC,2012)

Nursing and Midwifery Council (2015) The Code: Professional standards of practice and behaviour for nurses, midwives, and nursing associates available at <https://www.nmc.org.uk>

Suggested Policies:

KAM Aesthetics and Beauty Clinic - Confidentiality Policy

KAM Aesthetics and Beauty Clinic - Duty of Candour Policy

KAM Aesthetics and Beauty Clinic - Clinical Governance Policy

KAM Aesthetics and Beauty Clinic - Managing Adverse Events Policy

KAM Aesthetics and Beauty Clinic – Clinical Governance

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It is the responsibility of all staff members working directly or indirectly under the remit of practising privileges at KAM Aesthetics and Beauty Clinic Ltd to always adhere to this policy.

For any further information please contact Kathryn Macrae (Service Manager) at KAM Aesthetics and Beauty Clinic Ltd.

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