



COMPLAINTS POLICY

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Review Date	Every 2 years
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Amendment No.	Comments	Completed By	Date
Ver 1.0			
Ver 1.1			Dec 2024
Ver 1.2			Apr 2025
Ver 1.3			July 2025
Ver 1.4			Oct 2026

Introduction

At Jajawi and Asker Ltd. ('Dr J & Colleagues'), we value feedback from patients, their families, and stakeholders. We recognise that complaints provide valuable insights into areas where we can improve our services. This policy outlines the procedures for lodging, investigating, and resolving complaints promptly and effectively.

If you are unsatisfied with the service you received, please contact the complaints department at: drs.j.complaints@nhs.net for further investigation.

Principles

- **Accessibility:** We ensure that our complaints procedure is accessible to all individuals, regardless of their background or circumstances.
- **Fairness:** We treat all complaints seriously and handle them impartially, without prejudice or bias.
- **Transparency:** We maintain open and transparent communication throughout the complaints process, keeping complainants informed of progress and outcomes.
- **Confidentiality:** We handle all complaints with the utmost confidentiality, respecting the privacy of those involved.



Types of Complaint

Complaints may relate to any aspect of our services, including but not limited to:

- Quality of care
- Communication with staff
- Waiting times
- Facilities and amenities
- Behaviour of staff
- Billing and financial matters

Lodging a Complaint

Complainants are encouraged to raise their concerns as soon as possible, either verbally or in writing, to any member of staff or through designated complaint channels, such as:

- Email address: drsj.complaints@nhs.net
- Telephone: 01522 454373

Acknowledgement & Response

Upon receiving a complaint, we will:

- Acknowledge receipt promptly, typically within three working days
- Provide a timeframe for resolving the complaint, usually within 28 days
- Assign a dedicated complaints officer to investigate and handle the complaint

Investigation Process

Dr J & Colleagues will:

- Gather relevant information and documentation
- Interview staff members or individuals involved, if necessary
- Investigate the circumstances surrounding the complaint impartially and objectively
- Keep the complainant informed of progress and any delays



Resolution & Redress

Once the investigation is complete, we will:

- Provide a written response to the complainant within 28 days, explaining our findings and any actions taken or proposed to resolve the complaint
- Offer appropriate redress or remedies, where applicable
- Ensure that any necessary changes to policies, procedures, or practices are implemented to prevent recurrence

Escalation Process

If the complainant is dissatisfied with the outcome of the complaint, they can request a review of the outcome. If the complainant is still dissatisfied with the outcome, they can take the matter to an external regulatory body, such as the NHS Complaints Advocacy Service, Health Ombudsman or the Care Quality Commission.

Learning & Improvement

We view complaints as opportunities for learning and improvement. We will:

- Analyse trends and patterns in complaints to identify systemic issues or areas for improvement
- Implement corrective actions and quality improvement initiatives based on the lessons learned from complaints

Review & Monitoring

We will regularly review and monitor our complaints procedure to ensure that it remains effective and responsive to the needs of complainants and stakeholders. Feedback from complainants will be actively sought to inform ongoing improvements.

Training & Awareness

All staff members will receive training on our complaints procedure as part of their induction and ongoing professional development. We will promote awareness of the procedure among patients, their families, and stakeholders through various communication channels including our website www.drsj.co.uk.

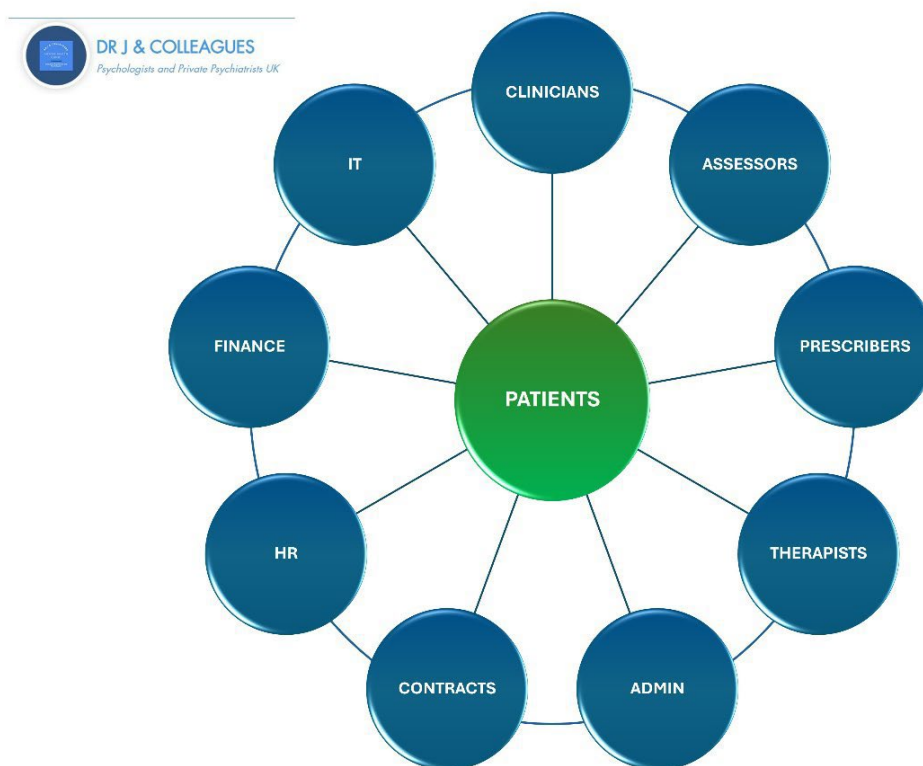


Conclusion

At Dr J & Colleagues, we are committed to addressing complaints promptly, fairly, and transparently. By adhering to this policy, we aim to demonstrate our commitment to continuous improvement and to maintaining the highest standards of care and service delivery.

Patient Centric Model

Dr J & Colleagues operates a Patient-Centric Model, placing the patient's interests at the core of our service delivery:



This focus and commitment to the model enable us to consistently provide the highest standards of care, ensuring optimal service outcomes and patient satisfaction.