

COMPLAINTS POLICY

Centennial Medical Care (CMC) are continually looking at the standard of care provided and listening to what our patients want. We review all the comments you make and we use that information to improve our services and facilities even further.

Whatever you want to say, your opinions and comments are important to us.

IF YOU WANT TO COMPLAIN

If you are unhappy with our facilities or service we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise and take positive action where necessary. If you tell us as soon as the problem arises, it can often be sorted out straightaway. The Registered Manager, Compliance Manager or other member of staff will be happy to help.

If you are not completely satisfied you can put your comments in writing.

We take all comments and complaints seriously.

We always:

- Pass on any praise to the people concerned
- Handle complaints in complete confidence
- Investigate impartially
- Offer a clear and complete explanation

THE PROCESS

The Registered Manager is responsible for the day-to-day running of CMC and is in the best position to investigate any complaint thoroughly and promptly. Any complaint received either verbally or in writing will be dealt with as soon as they are received by phone call or in person.

GETTING BACK TO YOU

If an investigation is needed and is still going on after 20 days we will write to explain the delay. In very complex cases, which may take more time, we will send you regular progress reports. We may suggest meeting you to talk through your issues and attempt to resolve them.

AN INDEPENDENT REVIEW

If a patient is unable to reach a local resolution, they will be given details of who to contact next to help reach resolution.