



Complaints Procedure

Purpose

To ensure that Columba has a procedure for dealing with complaints in a fair and timely manner, compliant with the relevant consumer rights legislation.

Application

Procedure to be followed by all staff at Columba

Responsibilities

The practice manager:

- will acknowledge receipt of and respond to all complaints.
- Report any complaints at the monthly board meeting
- Investigate complaint with the help of relevant staff members
- Respond to complainant without delay having considered how best to resolve the issue.
- Report to staff on changes to work practices that have resulted in investigation of complaint.
- File complaint and resolution report in a complaints folder.

Process

- Columba complaints procedure will be advertised both in the surgery and on the website.
- Complaints may be received at any time by any staff member, either verbally or in writing. Only complaints where the identity of the complainant is known will be investigated. However, all complaints should be referred to Practice Manager, anonymous or not.
- Complainants will be encouraged to fill out Feedback/ Complaint form.
- All complaints will be acknowledged within 3 days.
- On receiving complaint, practice manager will notify any staff members identified, assign someone to investigate the complaint as soon as possible and document the investigation and it's resolution.
- Resolution of complaint should be communicated in a timely matter. Staff should receive reports and training if practices are required to change as a result of the complaint.