

## Policy for Handling and Investigation of Complaints

### 1.0 Policy:

1.1 All complaints will be dealt with quickly and effectively between the individuals concerned and any justified grievances will be promptly remedied. It will be made clear to the complainant that they may contact the Healthcare Inspectorate Wales at any time in connection with a complaint.

1.2 If the Healthcare Inspectorate Wales wishes to investigate a complaint, HEAD QUARTERS HAIR TRANSPLANTS LIMITED will provide adequate facilities for any authorised person to interview, in private, any patient.

1.3 Any complaints of unprofessional conduct against a doctor will be referred to the General Medical Council. Complaints about nursing staff will be referred to the Nursing and Midwifery Council.

1.4 A notice will be posted in the waiting rooms giving a clear indication to all Patients that should they wish to register a complaint they should in the first instance address it in writing to:

Ciara Lawless  
HEAD QUARTERS HAIR TRANSPLANTS LIMITED  
44 Charles Street  
Cardiff  
CF10 2GE

1.5 The notice will also contain the name, address and telephone number of the Healthcare Inspectorate Wales.

### 2.0 Procedure for Handling of Complaints:

2.1 All complaints will be fully investigated by the Registered Manager (Ciara Lawless).

2.2 All complainants will receive a written acknowledgement within **2** working days of the complaint.

2.3 The complainant will receive a written response within **20** working days or a written explanation of why the response is taking longer and when they can expect a response. A full response being made within **5** working days of a conclusion being reached.

2.4 All staff involved in a complaint will be informed of the outcome and advice on preventing recurrence.

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2.5 On completion of a complaint a full written report will be made including any recommendations and actions by the Registered Manager (Ciara Lawless).

2.6 Where a complainant is not satisfied at the conclusion of the complaint process they have several options depending upon the nature of the complaint:

1. Independent arbitration service (see below).
2. Where the complaint may relate to a breach of professional standards of conduct, clinical competence or fitness to practise, patients can raise their concerns with the appropriate professional regulator (Doctors – General Medical Council, Nurses – Nursing & Midwifery Council (see below).
3. Where the complaint relates to a breach of statutory regulations and the organisation is registered with the Healthcare Inspectorate Wales patients can contact the HIW (see below).
4. Patients retain the option of seeking legal advice relating to a complaint about the service provided by any healthcare provider.

2.7 Any complaint proceeding to litigation will be notified to the Healthcare Inspectorate Wales

**3.0 Complaint should be made in writing to the Registered Manager (Ciara Lawless)**

3.1 The Registered Manager (Ciara Lawless) will conduct an investigation and will gather information

3.2 This will lead to a full written report being produced and made available to those concerned.

3.3 The investigation will include:

- Speaking to all persons concerned
- Reviewing records and other documents
- Producing a written summary of the facts of the complaint
- Producing responses to written complaints
- Completing the appropriate records of the complaint
- Informing all relevant parties as to the outcome of the complaint and any remedial action.

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3.4 The Healthcare Inspectorate Wales is the regulator for independent Healthcare. The Healthcare Inspectorate Wales has no statutory powers to investigate any complaints that patients or other members of the public make about independent healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations. However, they will take account of all information that they receive from the public about registered independent providers, or about unregistered providers that they consider should be registered. They assess whether this ‘concerning information’ suggests that:

- An offence has been committed as set out in the Care Standards Act 2000
- A regulation has been breached as set out in the associated regulations, or
- The provider has contravened a condition of their registration with us, as set out in their registration certificate.

3.5 If they suspect that the provider has committed an offence under the Act or a breach under the regulations, they are required to take action to bring about improvement.

**3.6 Healthcare Inspectorate Wales**  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

**Tel: 0300 062 8163**  
**Email: [hiw@gov.wales](mailto:hiw@gov.wales)**  
**Web: [www.hiw.org.uk](http://www.hiw.org.uk)**

**3.7 Staff will provide help to any patient or relative of a patient wishing to make a complaint.**

**3.8 Contact Details:**

**The General Medical Council**  
350 Euston Road  
London  
NW1 3JN

Tel: 0161 923 6602  
Web: [www.gmc-uk.org](http://www.gmc-uk.org)

**The Nursing & Midwifery Council**  
23 Portland Place  
London, W1B 1PZ

Tel: 0207 7333 9333  
Web: [www.nmc-uk.org](http://www.nmc-uk.org)

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| <b>Independent Arbitration Organisation:</b>   | <b>Centre for Effective Dispute Resolution</b>                                  |
| Address:<br>International Dispute Resolution Centre<br>70 Fleet Street<br>London<br>EC4Y 1EU | Tel: +44 (0)20 7536 6000<br>Web: <a href="http://www.cedr.com">www.cedr.com</a> |