



ATELIER CLINIC

Complaints Procedure

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Author:	Allan Sharpe	Role:	Director
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“Atelier Clinic” is a trading name for “Willow Tree Aesthetics Limited” (SC693827)

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Introduction

At Atelier clinic, we strive to ensure full customer satisfaction and best practice is always upheld. However, in the unlikely event that you feel we have failed to meet this, then your complaint will be dealt with in a friendly, warm, and professional manner.

Atelier Clinic are committed to meeting the standards and codes of practice that must be upheld to retain the regulatory requirements of all healthcare practitioners including the Nursing and Midwifery Council and Healthcare Improvement Scotland registrations. Consequently, we are committed to providing and promoting safe practices by ensuring impeccable service standards are always met to minimise any risk of harm and promote patient satisfaction.

This policy covers:

- All employees including individuals with practicing privileges of Atelier Clinic
- Atelier Clinic Patients and their families, friends, or legal representatives
- Any individual encountering Atelier Clinic employees including individuals with practicing privileges
- Someone acting on behalf of a patient who is unable to represent his or her own interests, provided this does not conflict with the patient's right to confidentiality or a previously expressed wish of the patient.

Terminology and definitions

A complaint is any expression of dissatisfaction, which requires a response.

A complainant is the person making the complaint, whether on behalf of themselves or another.

Complaints – Our Objectives

Our objective is simply not to have any complaints and complete patient and stakeholder satisfaction, however in the unlikely event of any issues from our patients, we have outlined our procedures here.

If you have any reason for concern, then simply contact us and we will endeavour to resolve any issues in a timely manner at no additional costs to yourself.

To ensure patient satisfaction our working practices are listed below.

- We follow the law, regulatory body codes and guidelines in our field of practice.
- We document all communication throughout the complaints process and keep this information private and confidential in line with Data Protection Act and GDPR.
- We provide support in the unlikely event of harm.

- We always maintain a high standard of work ensuring satisfaction from all involved parties.

There are some areas however that we cannot control or be held responsible for:

- Any failures from 3rd parties when due diligence in using their services has already been undertaken.
- Conflict between parties that we have no influence on.
- Complaints outside of the scope of a Registered Nurse and Clinical Business to resolve.

This policy is not intended to be used by employees or individuals with practicing privileges.

Any internal complaint must be raised as a grievance, in writing with the Business Owner, Allan Sharpe.

If a serious allegation is made, Atelier Clinic will self-report the complaint to any appropriate bodies in order to investigate these complaints in a transparent and appropriate manner.

Such allegations may be:

- Allegations of clinical negligence
- Allegations of inappropriate behaviour
- Allegations of false advertising

Responsibilities

The employees/individuals with practicing privileges of Atelier Clinic are responsible for:

- Receiving complaints in a professional manner and offering an apology,
- Recording the details of the complaint,
- Reporting all complaints to the business owner in a timely manner,
- Assisting the business owner in investigating complaints and seeking a resolution.

The business owner is responsible for:

- Ensuring that there is a functional complaints policy and procedure in place,
- Ensuring that complaints are received and recorded,
- Ensuring that there is a thorough investigation and conclusion,
- Ensuring that the response letter is compiled appropriately covering all issues in a chronological order,
- Ensuring that any findings and action plans to reduce the risk of recurrence are implemented in practice,
- Ensuring that if the complainant is unhappy with the business response that the appropriate resolution body or service is contacted for guidance,
- If appropriate, reporting themselves or their business to the regulatory body.

Complaints Procedure

Stage 1

Notification of a complaint should be made to a member of staff and should be passed onto: Allan Sharpe, Owner of Atelier Clinic.

Alternatively, the complainant may contact Healthcare Improvement Scotland directly using the following contact details:

Address: Programme Manager, Independent Healthcare Services Team, Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB
Tel: 0131 623 4342 (10am-2pm, Monday to Friday)
Email: hcis.ihcregulation@nhs.net

Complaints may be made in person, over the telephone, by email or in writing.

The complaint will be logged for record keeping and future reference.

Atelier Clinic will then proceed to consider options for a speedy resolution of the complaint and communicate the options directly with the complainant.

The objective at this stage is a speedy informal resolution of the issue.

If this is achieved, then the outcome is detailed and logged and any necessary CA/PA (corrective and preventative actions) for the future are also detailed to ensure the same situation can be mitigated. A letter of conclusion will then be sent to the complainant and the complaint will be considered closed.

Our goal is reply with a resolution within 5 working days of a complaint being received.

Stage 2

If we cannot resolve the issue to the complainant's satisfaction within Stage 1, this issue will be escalated to a formal resolution stage. We may request the complaint is served formally by post to the registered business address.

At this stage a meeting should be arranged by Allan Sharpe at the earliest convenience of the complainant. During this meeting we will explore further resolution options and disclose any evidence found during any investigations. We may ask the complainant what their desired outcome of the complaint is in order to avoid unnecessary time spent offering potential resolution which the complainant will be dissatisfied with.

We cannot guarantee that our offers of resolution will meet those desired by the client, however we will ensure that resolutions will be carefully considered and

appropriate in relation to the validity and seriousness of the incident or nature of the complaint.

In this stage we may seek the guidance of professional bodies and other 3rd party arbitration to reach a satisfactory resolution.

Our goal is reply with a formal resolution within 7 working days of moving from Stage 1 to Stage 2 however this may be longer depending on the length of time necessary to complete an investigation and hold a formal meeting.

If this is achieved, then the outcome is detailed and logged and any necessary CA/PA (corrective and preventative actions) for the future are also detailed to ensure the same situation can be mitigated. A letter of conclusion will then be sent to the complainant and the complaint will be considered closed.

During the investigation Atelier Clinic will keep the complainant informed - as far as reasonably practicable - on the progress of the investigation and any delays.

The facility to agree a timeframe with the complainant will not be seen as a means of unduly extending the process of responding to complaints, but rather as a means of setting a realistic timescale given all the circumstances which may arise.

Stage 3

If neither Stage 1 nor 2 reached a resolution, Atelier Clinic will consider the complaint to be closed as all local resolution has been exhausted.

At this stage the complainant may wish to explore other routes of making a complaint against the business or its employees such as contacting the following regulatory bodies directly:

Nursing & Midwifery Council UK


Complaints: Email newreferrals@nmc-uk.org or Telephone: 020 7681 5248

Healthcare Improvement Scotland

Address: Programme Manager, Independent Healthcare Services Team, Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB

Tel: 0131 623 4342 (10am-2pm, Monday to Friday)

Email: hcis.ihcregulation@nhs.net

Signed:  (Company Director) Date: 17/08/2022