



OUR COMPLAINTS PROCEDURE

“Providing the best patient care is our number one priority. Our aim is to deliver diagnostic imaging services and provide the highest standard of care to patients. Our core values underpin our services, placing the patient at the heart of all our activities.”





Your satisfaction with our service is of paramount importance to us. We welcome your comments about our service and recognise that the way we monitor and handle feedback reflects the quality of our service and represents an opportunity for us to continually improve.

We offer all our patients the opportunity to complete a quick and easy questionnaire about your experience. This information will help us to understand where we are getting things right and identify areas we need to improve. In addition, we are delighted to receive feedback on any aspect of our service that you have appreciated.

We keep a record of each complaint and review how many we receive and the reasons. This information is reviewed regularly by our management board and used, together with our customer surveys, to ensure we continually improve the service standards we provide.

If something does go wrong, we have a simple procedure in place to ensure that your concerns are dealt with quickly, effectively and in line with our core values.

Whilst we are handling your complaint, we commit to:

-  LISTEN carefully to your concerns
-  ACKNOWLEDGE your complaint in writing
-  INVESTIGATE thoroughly and impartially
-  RESPOND in a timely manner

Q Who may complain?

A patient or any person who is affected by the action, omission or decision of Diagnostic Healthcare, or an explicitly authorised representative who may for instance be a family member or friend. In the case of a patient who has died or a patient who is incapable, the representative must be a relative or other person who, in the opinion of the Complaint Coordinator, has a sufficient interest in the patient's welfare and is a suitable person to act as a representative. Diagnostic Healthcare will usually request the signed consent of the patient or the complainant. This is necessary to ensure the confidentiality of patient information. Without the consent of the patient, the complaint is unlikely to be processed.



Q How may I complain?

- Discuss the complaint with a Service Manager or member of staff providing your care at the time of your appointment.
- Write to the Head of Quality & Compliance, Diagnostic Healthcare, The Royals, 353 Altrincham Road, Manchester M22 4BJ
- Telephone the Customer Care Team on, 0161 929 5679/ 0330 058 4142
- Email complaints@dhc.uk.com

Q What information should I provide?

It is important that you provide us with detailed information about your complaint including location and service at which you were seen, relevant dates, times and, where known, the names of staff involved, and the type of procedure or treatment involved. In addition, what you hope to achieve through the complaints process.

Q What should a complaint not contain?

Diagnostic Healthcare may reject any complaint that contains offensive or foul language, or which expresses personal abuse of our staff. It is not helpful for complaints to be phrased in a sarcastic manner and, generally, efforts at humour and irony in this context may lead to misinterpretation. Persistent or repeated complaints without foundation, or complaints accompanied by aggressive or abusive behaviour, are considered an abuse of the complaints process, and will be excluded.

Q Is there a time limit for making a complaint?

Ordinarily a complaint should be made within twelve months of the date on which the matter occurred or came to the notice of the complainant.

Q What if you intend to make a claim for compensation?

The Complaints Procedure is not intended as a vehicle for the recovery of compensation and such matters are excluded. If you wish to claim compensation you should seek independent legal advice who will then contact Diagnostic Healthcare on your behalf.

Q What will happen after the receipt of your complaint?

Diagnostic Healthcare will aim to acknowledge your complaint in writing within 3 working days of receipt.

Q Who will investigate my complaint?

The most appropriate Senior Manager will be nominated according to the content of your complaint and coordinated by the Head of Compliance.

Q How will my complaint be answered?

We aim to provide a full written response within 20 working days of receipt of the complaint. The response to your complaint will be sent to you by the Complaint Handler. Where additional time is required to complete a thorough investigation, we will keep you informed.



What if I am not satisfied by the Complaint Handler's response?

You may ask the Complaint Handler to make further enquiries to address your remaining concerns or ask for the complaint to be escalated to the Chief Executive Officer for investigation and response.

Q What if I am still not satisfied?

If you remain dissatisfied with the way Diagnostic Healthcare has dealt with your complaint, you may ask for external adjudication. A request for external adjudication should be made within six months of receiving the final response. The external adjudicator cannot award compensation nor provide legal advice.

If you are an NHS funded patient, you can refer the matter to the Parliamentary and Health Service Ombudsman.

If you were funded as a private patient, you can refer the matter to the Independent Healthcare Advisory Service Complaints Adjudication Service.

Diagnostic Healthcare is regulated by the Care Quality Commission (CQC), you can also raise any concerns you may have directly with them. Details can be found on their website: www.cqc.org.uk/content/contact-us