

Handling Patients Complaints - Complaints Policy

Within Surrey Orthopaedic Clinic we encourage patients to provide feedback, should you wish to discuss areas of concern then in the first instance please do so with our Practice Manager, Kim Barrott. You can call Kim on 0203 1 30 40 50 or by emailing manager@surreyorthopaedicclinic.com. If you wish to make a formal complaint then please use the contact details above and we will work to the timescales below.

1. A written acknowledgement will be provided within 2 working days of receipt of a complaint, unless the complaint can be answered and a full reply can be sent within 5 working days.
2. A full written response should be provided within 20 working days when the outcome of the investigation is known. Where this is not possible due to the complexity of the investigation or a temporary absence of key people, a holding letter will be provided within 20 working days explaining the reason for not being able to provide a full response in this time frame.
3. A holding letter should be sent at least every 20 working days in the event a response is not possible within the extended time frame.

If you remain dissatisfied with the stages above and require an independent adjudication, you may contact the Independent Healthcare Sector using the contact details below:

Independent Sector Complaints Adjudication Service
70 Fleet Street
London
EC4Y 1EU

T: 0207 536 6091
www.iscas.org.uk