

# DOCTORnow

## Complaints Procedure

If you are unhappy with the facilities or services you have received from DOCTORnow or from the Doctor looking after you we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concerns quickly, we can resolve matters straight away. To let us know about something with which you are unhappy please speak, in the first instance, with Sarah Varley, Special Projects Manager who can be contacted via 01494 410888 or by email via [sarah.varley@doctornow.org](mailto:sarah.varley@doctornow.org)

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure which meets the requirements set out by the Independent Doctors Federation (IDF) for its members and also the Independent Sector Complaints Adjudication Service (ASCAS)

The Complaint Resolution Procedure has three stages and reflects the principles of the ISCAS Code of Practice:

Stage 1 Local resolution within the individual practice

Stage 2 IDF Complaint Resolution Procedure to review the complaint

Stage 3 Independent Adjudication from ISCAS

### **Stage 1**

To start the formal Complaint Resolution Procedure you should write to:

Sarah Varley

Special Projects Manager

DOCTORnow

The Old Barn

Mulberry Court

Windsor End

Beaconsfield

Buckinghamshire

HP9 2JJ

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

We will send you an acknowledgment of your letter within two working days of receipt of the complaint (unless we are able to provide you with a full response within five days)

A full response to your complaint will be made within twenty days of the receipt of the complaint. If the investigation is still in progress after twenty days we will send you a letter explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

If you remain dissatisfied following the final response from us, then you can request a review of your complaint, known as Stage 2 by writing to:

3<sup>rd</sup> Floor  
218 Strand  
London  
WC2R 1AT

## **Stage 2**

The IDF Complaint Resolution Procedure will consider your complaint and may undertake a review of the documentation, any correspondence and the handling of the complaint at Stage 1. The Chairman of the IDF Complaint Resolution Procedure Committee will write to you according to the IDF procedures, and in any event within twenty days, to either confirm the outcome at Stage 1 or to offer an alternative resolution.

At this time the IDF will advise you of your right to take the matter further to Independent Adjudication known as ISCAC and Stage 3 in these procedures

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the IDF Complaint Resolution Procedure, unless required to do so by law.

## **Stage 3**

This stage is only available to you if you remain dissatisfied once Stage 1 and Stage 2 are exhausted.

You should then request the Adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service

1 King Street

London

EC2V 8AU

Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)

Your written request for adjudication must be made within twenty five days of the final determination by the IDF at Stage 2. At Stage 3 you should provide reasons to explain your dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from the IDF that Stage 2 has been completed.

The ISCAS Secretariat will notify the IDF of a request for Stage 3 made directly within ten days. The Secretariat will then be your main contact once Adjudication has started. When accessing this service you will be asked to consent to release of records from DOCTORnow and the IDF relevant to your complaint and a report will be made to you, DOCTORnow and the IDF

Additional information for patients about ISCAS can be found at:

<http://www.independenthealthcare.org.uk/index.php?/complaints-information-for-patients.html>