



## Complaints Guidance for Patients

This is a summary of our Complaints Policy. You can request our Complaints Policy at any time from [complaints@cadoganclinic.com](mailto:complaints@cadoganclinic.com) or from any member of staff

### 1. How to make an informal complaint

If you have a minor criticism, misgiving or concern, please let us know as it happens and we will attempt to resolve immediately to your satisfaction.

### 2. How to make a formal complaint

If the above does not resolve your concern please email [complaints@cadoganclinic.com](mailto:complaints@cadoganclinic.com) to make a complaint, detailing the reason(s) for your dissatisfaction.

You will receive a written acknowledgement within 2 working days of receipt of your complaint, unless a full reply can be sent within 5 working days.

You will receive a full response within 20 working days of receipt of the complaint. Where the investigation is still in progress, we will email you explaining the reason for the delay to you and a full response will be sent within 5 working days of a conclusion being reached.

### 3. What if I am still not satisfied with the response to my complaint?

The Cadogan Clinic wants to make every effort to ensure your complaint is fully resolved. If you are not satisfied with the written answer then please detail the reasons you are not satisfied to [complaints@cadoganclinic.com](mailto:complaints@cadoganclinic.com) with the email subject "Complaints Appeal" or write to "Complaint Appeal, Cadogan Clinic, 120 Sloane Street SW1X 9BW.

A Senior Manager or Clinic Director will consider your complaint in detail and if relevant will discuss with a specialist in the field of your complaint. We may invite you to a meeting, where you can be accompanied by a friend or colleague

The Clinic Director should then, within 20 working days, either to offer to implement an alternative resolution or agree with the initial response

### 4. What if I do not want to speak to the clinic further?

If you would like to contact an independent organization with a concern about our complaints handling, please contact the Independent Sector Complaints Adjudication Service (ISCAS), an independent complaint mediation service, which is free of charge to patients. Either email [info@iscas.org.uk](mailto:info@iscas.org.uk) or visit <https://iscas.cedr.com/> Please note that the ISCAS process is not a process by which a refund nor compensation may be obtained but one to independently assess if we have handled your complaint responsibly and in a timely manner