



Complaints procedure for Paragon Clinic - Information for patients.

At Paragon clinic, we will always try our best to treat patients with respect and dignity and strive to provide the highest level of care for all patients. However, we recognise that on some occasions, patients can be dissatisfied with the care they have received and may wish to inform us or even proceed to make a formal complaint about specific aspects of their care. The purpose of this leaflet is to explain how patients can highlight concerns, provide feedback or to make a formal complaint.

Providing feedback

If you have had a negative experience or witnessed any event or practice that has caused you to feel that you need to raise your concerns with us, please contact us by telephone or email to let us know. We welcome all feedback positive or negative. Negative feedback will not affect your subsequent care, should you wish to continue your care at Paragon clinic and will help us to improve the way we do things in the future for you and other patients. Where appropriate, we will respond to you in writing to inform you of what we have done to address the negative aspects of your care. We will try and resolve any issues for you informally within 24 hours of your notification. If we cannot achieve resolution informally within 24 hours then, you may wish to proceed to make a formal complaint. We will try and respond to anonymous negative feedback by asking the patient to contact us.

Making a complaint

If you are still not satisfied with our initial response to resolve all issues, then you can proceed to make a more formal complaint. Making a formal complaint will not affect your subsequent care at Paragon Clinic. We will strive to make the process as smooth as possible prevent any further distress. Our formal complaints procedure is explained in the table below:

Step 1- Informing us that you wish to make a complaint.

You or anyone acting on your behalf, with your permission, can lodge a complaint. You can inform us of your intention to make a formal complaint either verbally by telephone or in writing, by email. Once you have informed us, we will acknowledge that we have received your complaint by writing to you within three working days. This initial acknowledgement will not contain any detail of the nature of your complaint nor of any results of any investigations at this stage.

Step 2- Understanding the nature of your complaint.

We will ask you to write to us to give us the details of the specific aspect of the care that you wish to complain about. There may be several aspects that you wish to complain about, and it is important for us to address all the issues no matter how small. It is important that you put this in writing to us so that we can initiate our investigations thoroughly. We may seek further clarification from you in writing if we need more specific information to understand your complaint. This process may take several weeks but once you have confirmed that you are satisfied that you have included all aspects of your complaint in your complaint letter. If you are unable to write your letter of complaint, we can discuss it verbally with you so that we can make a list of things you wish us to investigate. You may be invited to meet with Mr Bal Manoj (Director, Paragon Clinic) or Mr Yit Yang (Director and Governance Lead, Paragon Clinic) to discuss the complaint. This may be done face to face, online, or over the telephone if appropriate. It is important to establish, at the earliest opportunity, what outcome the complainant expects, and to let the complainant know whether this is a realistic and possible expectation.

Step 3-Investigation

Once we know the nature of your complaint we will investigate each aspect thoroughly. We will interview all staff concerned and obtain statements where possible. We may also involve other staff members within Paragon Clinic who were not involved directly with your care for their opinions. We will not seek external expert opinions at this stage.

Step 4 – Responding to your complaint.

We will complete our investigations and respond to you within 3 working weeks in writing. We tell you the outcome of our investigations and whether each aspect of your complaint is upheld or not upheld. If any aspect of your complaint is upheld, we will offer you a full or partial refund of your fees as a goodwill gesture and not as medicolegal claim settlement. If all aspects of your complaint are not upheld, but you have been inconvenienced by the process in general, we may also offer you a full or partial refund as gesture of goodwill.

Step 5- Closing the process.

After we have informed you of the results of our investigations, we will close the investigation regardless of whether you accept our findings or accept or refuse any refund of your fees. If you still feel that any aspect of your complaint remains unresolved then please let us know so that we can seek the services of an independent adjudicator such as ISCAS (Independent Sector Complaints Adjudication Service) or the PHSO (Parliamentary and Health Ombudsman). If you suspect, there has been medical negligence by a member of nursing or medical staff then it may be necessary to involve the legal services.

Time Limits for Submitting a Complaint

Complaints will normally be made within 12 months after the incident that gave rise to the complaint, or from the time the complainant was made aware thereof. It is possible to extend this timescale if there are good reasons for the complainant not to have raised the matter sooner, and a fair investigation can be carried out.

Our contact details:

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