



RAINBOW
MEDICAL

Listening to You

Complaints and Concerns Guide

For office use:

Version	Date	Author	Authorised by	Review Date
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Listening to you

We will always do our best to avoid mistakes, but we also realise we will not be immune to mistakes. Listening to You will help us improve and avoid making mistakes in the future.

It is always better to try and deal with a complaint at the earliest opportunity, and often it can be concluded at that point. If you are dissatisfied with our service, in the first instance, talk to the person you have been dealing with about what you are unhappy about, and what outcome you are looking for.

Our [four core guiding principles](#) are all about being frank, open and transparent to enable co-production. Your experience can help us improve our service and aid others on their journeys.

You can find our full Complaints Policy at <https://www.rainbowmedical.co.uk>

Who can make a complaint?

A complaint can be made by, or (with his/her **written consent**) on behalf of a patient, or former patient, who is receiving or has received treatment or where the patient is incapable of making a complaint, by a relative or other adult who has an interest in his/her welfare. In other circumstances where the complainant may have difficulty complaining on their own behalf or have other requirements e.g. vulnerable children and adults, or people with mental health difficulties, the **Complaints Resolution Manager** will review each situation and offer help and support to a complainant as appropriate.

You can make a complaint verbally, in person or over the phone, or by writing or emailing us. Please request assistance from us if you have any difficulties or need aid in making a complaint.

Except in exceptional circumstances, complaints should be received by us no more than 12 months after the date of the activity which is the subject of the complaint.

How does the Complaints process work?

Rainbow Medical is a subscriber to the Independent Healthcare Sector Complaints Adjudication Service (ISCAS). Rainbow Medical follows the ISCAS [Code of Practice](#) and aligns with the [ISCAS Patients' Guide](#). You can find the ISCAS patient guide here: https://iscas.cedr.com/wp-content/uploads/2022/03/Patient-guide_final3.pdf

The Rainbow Medical complaints process is a three-step process. The majority of concerns are resolved at stage 1. You can find out more about patient rights here: <https://iscas.cedr.com/patients/complaints-process/>



When we receive your complaint, our **Complaints Resolution Manager** will speak to the staff/clinician involved and find out what has gone wrong. Rainbow Medical will work with you to reach a fair solution. The vast majority of complaints are resolved, at stage 1, in this way.

At each stage, you will be given the contact details of the person reviewing your complaint. This person will be impartial.

Our 'Patient Complaint Form' will be made available to anyone wishing to use it. However, an email, letter or phone call will also be accepted.

How long does it all take?

All complaints will be acknowledged no later than **three** working days after the day the complaint is received. And any substantive correspondence relating to a complaint within **five** working days of receipt.

An assurance that either a full response or a progress update will be sent to you within **20 working days**. The aim is to complete each stage of the complaints process as swiftly as possible and, in any event, **within three months**.

What happens if I am unhappy with the response?

We always aim to resolve a complaint to your satisfaction. We'll ask you to provide a summary of the matters that remain outstanding and that you wish to be investigated. The reviewing member of staff will be a senior member of staff **who has not been involved in the matters that led to the complaint or the handling of the complaint at Stage 1**.

If you are unhappy with our response after it has been reviewed internally, **we will refer your complaint to the Independent Healthcare Sector Complaints Adjudication Service (ISCAS) for independent resolution**.

You can contact ISCAS directly, but Adjudicators will not consider any issues unless they have previously been raised with Rainbow Medical (except concerns about the way they have handled the complaint).

Contact details for ISCAS can be found here: <https://iscas.cedr.com/contact/>. To contact the Independent Sector Complaints Adjudication Service (ISCAS) please email: info@iscas.org.uk. Alternatively you can call them to leave a message and they will return your call during office hours, Monday to Friday 9:00am – 5:00pm. Phone: [020 7536 6091](tel:02075366091).

Alternatively, if you need to post any correspondence please use the following details:

**ISCAS,
CEDR, 3rd Floor
100 St. Paul's Churchyard
London
EC4M 8BU.**

What about confidentiality?

Complaints will be handled in the strictest of confidence and will be kept separately from your medical records. Care will be taken that information should only be disclosed to those who have a demonstrable need to have access to it.

We will then use any issues and learning that arise from this as part of our governance arrangements.

How do I contact you?

You can lodge a complaint by

- Emailing contact@rainbowmedical.co.uk, addressed for the attention of the **Complaints Resolution Manager** (in the subject heading).
- By Calling 0800 054 1850.
- Writing to us at: **Complaints Resolution Manager**. THE RAINBOW MEDICAL GROUP LTD, 2 The Crescent, King Street, Leicester, LE1 6RL.