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MSK DOCTORS & ASSOCIATES LTD

Complaints policy

Last Reviewed: October 2026

Next Review Date: October 2027

Review Body: Practice Manager, Medical Advisory Committee

Introduction

At MSK Doctors & Associates Ltd, we endeavour to provide our patients with the best possible care. We welcome feedback from our patients on the positive aspects of our care as well as ways to improve our service. Should a patient wish to make a complaint regarding the care provided to them at our clinics, we have a complaints procedure in place that will ensure that their views are listened to and addressed in a timely manner. Copies of feedback forms and the complaints procedure are available to patients at reception and on the clinic website.

Making a complaint will not affect the care a patient receives, and there is no charge for any stage of this procedure.

Complaints

A complaint may be regarding any matter which is associated with the running of MSK Doctors at any of our branch locations. It may relate to the way a service is run, where it is provided or which services are provided. It may involve a single issue or interlinked issues.

Complaints may be made by a current or past patient of MSK Doctors, by a person who has consent to act on their behalf, or by anyone else affected by our services. They should relate to services provided by MSK Doctors or a person providing services on our behalf.

Complaints should normally be made within 6 months of the event, or within 6 months of the complainant becoming aware of the matter. Later complaints will be considered where there is a good reason for the delay and a fair investigation is still possible.

Patient Confidentiality

Complaints are handled in confidence. Information is shared only with those who need it to investigate and respond, unless we are required by law to share it, for example for safeguarding purposes or at the request of a regulator. Complaint records are kept separately from the patient's clinical record.

When a complaint is made on behalf of a patient, the Practice Manager will seek written consent from the patient to release confidential information. If consent is refused, the complaint can still be investigated; however, confidential information cannot be released to the third party.

In the case of a patient who has died or who lacks capacity, the representative must be a relative or other person who, in the opinion of the Practice Manager, has or had a sufficient interest in the patient's welfare. If it is decided that the representative does not have sufficient interest, a written response will be sent to the complainant stating the reason.

Ways to Complain

Complaints may be made

- Verbally, in person, to a member of staff
- Verbally, via the telephone, to a member of staff
- In writing or via e-mail to the Practice Manager

Managing Complaints

Staff are responsible for reporting all complaints to the Practice Manager.

It is the duty of the Practice Manager to:

- Investigate and manage all complaints in accordance with the regulations and contents of this procedure
- Ensure that all complaints are dealt with within the time frames set out in this procedure
- Support other staff fairly through the complaint process
- Ensure learning takes place following a complaint investigation by drawing up action plans that will lead to changes in practices and/or improvements in healthcare services

No one will investigate or review a complaint about themselves or about care they provided. Where a complaint concerns the Practice Manager, it will be managed by the Governance Lead. Where the complaint concerns the Clinical Director, the first stage will conducted by the Clinic Manager and further review will be carried out by the Governance Lead.

Stage 1 – Local resolution

If a complaint is made verbally, the Practice Manager will record the complaint in writing and provide a copy of the written record to the complainant.

All complaints will be acknowledged within 5 working days, usually via e-mail. The Practice Manager will offer to discuss

- The manner in which the complaint will be dealt with
- The period in which the investigation (if required) into the complaint is likely to be completed
- When the response is likely to be sent to the complainant

A full written response will be sent within 20 working days of the complaint being received. If the investigation is not complete by then, the complainant will be sent an update explaining the delay and when to expect the response. The response will set out what was investigated, our findings, an apology where appropriate, any action we are taking, and how to ask for a Stage 2 review.

Stage 2 – Internal review

If a resolution is not reached following the first stage of the complaints process, the complainant may ask in writing, within 6 months of the Stage 1 response, for the case to be escalated to the Clinical Director or Governance Lead, who will not have been involved in the matters leading to the complaint or in the handling of the complaint. The request will be acknowledged within 5 working days of receipt and a full response or update sent within 30 working days. Stage 2 will include:

- Review of the complaint and the response provided in Stage 1
- Seeking further clarification where required
- Assessing the effectiveness of Stage 1 and the manner in which it was conducted

The Stage 2 response is our final response and will explain how to ask for an independent review.

Stage 3 – Independent review

It is hoped that resolution can be reached at a local level and that a satisfactory outcome will be met. In the event that the complainant is still dissatisfied after Stage 2, they may ask for an independent review by HSCAMP, the independent complaint resolution and adjudication service of which MSK Doctors is a member. This is the final stage of the complaints process and is free to the complainant.

HSCAMP may help both parties to reach a settlement or, where appropriate, appoint an independent adjudicator to decide the complaint. An adjudication decision is binding on MSK Doctors if the complainant accepts it. It is not binding on the complainant and does not affect their legal rights.

HSCAMP can be contacted at info@hscamp.co.uk or on 020 3917 4281.

Monitoring of Complaints

We are committed to ensuring that any complaint issues raised are learnt from in order to improve our services. All complaints are recorded in a complaints register and are discussed at the quarterly Medical Advisory Committee meetings and at the next staff meeting.

Where a complaint identifies a patient safety incident or a safeguarding concern, the relevant procedure will be followed alongside this one.

Complainants may also raise concerns with the Care Quality Commission (www.cqc.org.uk), although it does not investigate individual complaints.