

## Stage One

This will be referred to the relevant manager who will:

Acknowledge your complaint within two working days, or where possible, provide a full response within 20 working days.

Undertake a thorough investigation using the guidelines set out in our Complaints Policy and Procedure. Keep you updated every 20 working days.

Agree with you if a longer period is needed for investigation, and give you the reasons why and a probable indication of the length of the delay.

## Stage Two

The Phoenix Hospital team will do their best to resolve your complaint locally. However if you feel that your complaint has not been satisfactorily resolved and all options of resolution exhausted you may contact Andrew Barker, Chief Executive Officer, Phoenix Hospital Group to express your concern. We ask that in your letter you summarise your dissatisfaction with the hospital's initial response.

Please write to:

**Phoenix Hospital Group**  
**25 Harley Street**  
**Marylebone**  
**London W1G 9QW**

Or by email:

[andrew.barker@phoenixhospitalgroup.com](mailto:andrew.barker@phoenixhospitalgroup.com)

## Stage Three

Any private patient, who is still unhappy with the response following stage two, can raise their concerns with the Independent Sector Complaints Adjudication Service (ISCAS). Please address your concerns to:

**Independent Sector Complaints Adjudication Service**  
**70 Fleet Street**  
**London**  
**EC4Y 1EU**

Tel: **020 7536 6091**

Or by email:

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

## Complaints from relatives or friends

Any complaint made by a patient's relative/friend will be treated in the same way as a complaint by the patient, providing we have the patient's written consent to respond to another person.

# MAKING A COMPLAINT OR SUGGESTION



## Making a complaint or suggestion

Whether you are a patient or visitor to Phoenix Hospital Group, we want to ensure that your experience is a positive one. If you are not satisfied, we would like to understand why and to find out what we can do to improve our service. Your views, positive and negative, are important to us.

Patient Satisfaction Questionnaires are available in all patient rooms at the Weymouth Street Hospital, in the waiting areas at 9 Harley Street and can also be obtained from the nursing or reception team. Each clinical department also has a manager. Please do ask to speak to them directly if you experience any issues, we are always happy to help. Thank you for taking the time to share your thoughts and feedback.

We take all complaints from patients and relatives/ carers extremely seriously and we try to make it as easy as possible for people to complain without feeling awkward or embarrassed.

Please feel free to speak to any member of staff if you have a concern, or wish to register a complaint, so that it can be resolved there and then or as soon as possible. If you wish to speak to a manager or a consultant to discuss your concerns, this can be arranged. If your complaint cannot be resolved immediately, we will follow our written complaints procedure and provide a written response to your complaint.

Our staff are committed to providing you with the highest level of service and care in a way that meets your individual needs. To this end, we regularly review our services to see where and how we can make improvements.

A full copy of our written Complaints Policy and Procedure can be obtained on request from our management team.

All complaints are recorded and reviewed in line with our Complaints Policy and Procedure.

If you prefer to make your complaint in writing, please do so as soon as possible. This will make it easier for you to recall facts clearly and help us address the situation. Please make your complaint to:

***Mr Andrew Barker,  
Chief Executive Officer  
Phoenix Hospital Group  
25 Harley Street  
Marylebone  
London W1G 9QW***

Or by email:  
***[andrew.barker@phoenixhospitalgroup.com](mailto:andrew.barker@phoenixhospitalgroup.com)***

## Equality

Phoenix Hospital Group is committed to equality and will not discriminate.

No patient, or any other person involved in the investigation or resolution of a complaint, will receive discrimination on the grounds of age, race, ethnic or national origin, religious and political beliefs, gender reassignment, marital status, sexual orientation, disability or trade union membership.

Phoenix Hospital is registered and regulated by The Care Quality Commission.

