

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 Weymouth Street Hospital and in the waiting areas at 9 Harley Street, 25 Harley Street and Phoenix Hospital Chelmsford. 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.

Stage One

If you do not wish to speak to a member of 'frontline' staff, or if you are unhappy with how they have responded, you can take your complaint to our Hospital Director, Marcus Whiteley for Phoenix Hospital in London (marcus.whiteley@phoenixhospitalgroup.com) or Natasha Browne for Phoenix Hospital Chelmsford (natasha.browne@phoenixhospitalgroup.com)

See the [Patients' Guide to the ISCAS Code](#) for more information on;

- What to include in your initial letter of complaint
- Information on keeping written records
- Preparing for a meeting with the provider
- Timelines for responses

You should normally make your complaint within six months. The International Health Partners (IHP) may be willing to investigate complaints after this time where there is a realistic opportunity of conducting a fair and effective investigation, and if you have a good reason why you could not act sooner (for example, if you were unaware of the matter, if you were unwell or grieving).

Stage Two

The full response to your complaint at stage 1 should tell you what to do next if you are not satisfied. If you wish to escalate your complaint to stage 2, you should do so in writing, within 6 months of the final response at stage 1.

Normally the complaint review at stage 2 will be conducted by a senior member of staff who has not been involved in the handling of the complaint up to that point and is not involved in the daily operation of the hospital/clinic. You can email Lara Kyslun (Executive Assistant to Chief Executive Officer) by emailing lara.kyslun@phoenixhospitalgroup.com.

The person conducting the complaint review is expected to send you a full, written response on the outcome of the review within 20 working days. Where the investigation is still in progress, you should receive a letter explaining the reasons for the delay. The aim is to complete the review at stage 2, in most cases within 3 months

Stage Three

If you are not satisfied with the complaint review at stage 2, you have the right to refer the matter to stage 3 independent external adjudication through ISCAS (for subscribing providers). Please see the [providers who are covered](#). You need to do this within 6 months of receiving the final response at stage 2 and ISCAS aims to complete its adjudications within 3-6 months. The person making a complaint does not pay for the complaints process.



Stage 3 adjudication will not consider 'new' issues that have not previously been raised with the provider, with the exception of concerns raised about the way the IHP has handled the complaint, which may not surface until after a response has been made at stage 2. There is no appeal to Stage 3 adjudication and the Independent Adjudicator's decision is final.

If you wish to escalate your complaint to ISCAS at stage 3, you should do this in writing (the address is given in the contact section). Your letter should include the information in the Patients' Guide to the ISCAS Code, which also provides more information on prompts to help you think through what you want to achieve, and whether it is achievable under the ISCAS Code.

ISCAS will provide a written acknowledgement to you within 3 working days. It will then write to the provider to advise that you wish to escalate your complaint. The provider will have 10 working days to object, where relevant, for example because the earlier stages of the process have not yet been exhausted.

An Independent Adjudicator will send you a letter to confirm that they have received your complaint. They will then compile a chronology of events, identify the main points ('key heads') of your complaint and write to you setting out their understanding of your complaint. The Independent Adjudicator will keep you updated with progress, at a minimum, every 20 working days. The Independent Adjudicator will decide to uphold or not uphold each aspect of your complaint. They have the discretion to award a goodwill payment up to a limit of £5,000, in accordance with the ISCAS Goodwill Payments Guide.

However, as per the recent Annual Report for 2023- 2024, the average payment is £815. The Independent Adjudicators do not award compensation.



There is no appeal to Stage 3 adjudication and the Independent Adjudicator's decision is final. However complainants are able to seek legal action at any point during or after the ISCAS complaints process and their statutory rights are not affected. If you are not satisfied with the way ISCAS has managed the stage 3 process you are entitled to make a complaint about ISCAS. However, you are unable to complain about the decision, the Independent Adjudicator or the ISCAS process, including timings.

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, 100 St Paul's Churchyard
London, EC4M 8BU. Tel: 020 7536 6091 Or by email: 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.

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.

For London, please make your complaint to: Mr Marcus Whiteley, Hospital Director, Phoenix Hospital Group, 9 Harley Street Marylebone London W1G 9QW Or by email: marcus.whiteley@phoenixhospitalgroup.com.

For Chelmsford, please make your complaint to: Mrs Natasha Browne, Hospital Director, Phoenix Chelmsford Hospital, Essex Healthcare Park, West Hanningfield Road, Great Baddow, Chelmsford, CM2 8HN or by email natasha.browne@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 Group is registered and regulated by The Care Quality Commission.

