**Your Guide to making Comments and Complaints**

There may be occasions when you feel that we have failed to meet your expectations. We want the opportunity to put things right for you as quickly as possible and take steps, where appropriate, to make sure that the same or similar mistakes don't happen again. Please **contact Harmonic Medical Sonography** as soon as this happens. We will work with you, your representative and any relevant authorities to put things right.​

The following is our Complaints Routes:

1. **Local Internal Resolution:** All comments and complaints are taken seriously, regardless of their nature. Please do not hesitate to approach staff directly or contact our head office as they would prefer to know if you have any concerns so that they can help you, often much quicker to the benefit of yourself, our service, other patients and the whole community. In most cases we ask you to submit your feedback in writing so that we may investigate the matter further. Harmonic Medical Sonography contact details are at the end of this guide.
2. **External Resolution:** Should you be unsatisfied with the outcome of our response or the manner in which we handled it, there are further external parties you may get in touch with.
* **Private Fee Paying patients:** You may refer the complaint to the *Independent Sector Complaints Adjudication Service (ISCAS)*. They have a Complaints Code of Practice which includes an independent adjudication service (a service to help sort out disputes) as the final stage of the complaint process. Their contact details are at the end of this guide.
* **NHS Patients:** Despite being treated in the independent sector under an NHS contract, you continue to have access to the NHS Complaints Procedure. This can happen at any stage of your complaint process, where you can contact the local *Patient Advice and Liaison Service (PALS)*. You may contact them directly or ask us to forward your complaint by giving consent in writing for us to share it with the appropriate local NHS Complaints Manager.

To find your local PALS service please visit below this link:
<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

If after Internal resolution as well as PALS involvement is not to your satisfaction, you may also refer to the *Independent Parliamentary & Health Service Ombudsman.* The Ombudsman makes final decisions on complaints that have not been resolved by the NHS in England and UK government departments and other public organisations. Their service is free and they perform investigations fairly without taking sides. Their contact details are at the end of this guide.

**Information Handling:**

Documentation relating to all complaints will be held securely at the Harmonic Medical Sonography office. This includes all correspondence and investigation notes between staff and complainants. Your information with will be handled according to our Data protection policies. You may request to view these at any time. If a complaint evolves further, copies of documentation may be made to external parties upon request.

If the investigation finds a breach of the professional code of conduct from any practitioner, Harmonic Medical Sonography is required to make a referral to the appropriate professional regulating body.

**Care Quality Commission (CQC)**

The Care Quality Commission (CQC) may take note of your complaint and if appropriate use it as part of their inspection process. The CQC is the independent regulator of health and adult social care in England. They inspect both NHS organisations and independent providers. They do not have an active role in dealing with complaints.

**Contacts:**

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| **Harmonic Medical Sonography:**The Complaints ManagerUnit 3 First Floor, Rutherford House40 Pencroft Way, ManchesterM15 6SZTel: 0161 503 6205E-mail: Admin@harmonicmedicalsonography.com | **Independent Sector Complaints Adjudication Service (ISCAS):** CEDR, 3rd Floor100 St. Paul’s ChurchyardLondonEC4M 8BUEmail : info@iscas.org.ukTel: 020 7536 6091  |
| **Health Service Commissioner:**The Health Service Ombudsman for England13th Floor Millbank TowerMillbank, LondonSW1P 4QPhttps://www.ombudsman.org.uk/ | **Care Quality Commission:**National CorrespondenceCitygate, GallowgateNewcastle upon Tyne, NE1 4PATel: 03000 616161 Fax: 03000 616171Email : enquiries@cqc.org.uk |