

## ULTRASOUND DIAGNOSTIC SERVICES

### PATIENT COMPLAINTS GUIDE

Ultrasound Diagnostic Services is committed to delivering a service of excellence and provide you with high quality care. However there may be times when your expectations are not met and you are not satisfied with the service you have received.

An information leaflet is available from reception about how to make a complaint. A complaint may relate to the quality of care, professional competence, administrative or support services. It may be of a clinical or non-clinical nature.

#### **Verbal Complaints**

Every effort will be made to resolve your complaint whilst you are still in the clinic. However if your concerns are not resolved to your satisfaction then follow the guidance below on making a written complaint.

#### **Written Complaints**

All written complaints should be addressed to the Clinic Manager, Ultrasound Diagnostic Services, 148 Harley Street, London W1G 7LG.

The letter should include full detail of the events about which you wish to complain. It should also state what redress you are seeking.

Your complaint will be acknowledged within two days and investigated. We would expect to provide you with a response within twenty days. If the investigation is still in progress we will send you a letter explaining the reason for the delay.

If you are unhappy with the outcome of your complaint then please communicate further with the Clinic Manager. An opportunity will be taken to convene a resolution meeting.

#### **Further Process**

All patients have the right to complain, without prejudice and at any stage of their treatment, to:

The CQC  
151 Buckingham Palace Road  
London  
SW1W 9SZ