

COMPLAINT POLICY

1. Introduction

At Olivine Clinic we are committed to high-quality care and patient service. We welcome feedback as an opportunity to improve. If you are unhappy with any aspect of our service, please let us know so we can resolve it quickly and fairly.

2. Making a Complaint

Complaints can be made:

- Verbally (in person or by phone)
- In writing (letter or email)

Please address complaints to:

Dr Mehrdad Bordbar

Clinical Director, Olivine Clinic

5 Hamslade Green, Poundbury, DT1 3DP

Tel: 01305 602 959 | Email: contact@olivineclinic.co.uk

3. Handling Complaints

- All complaints are taken seriously and acknowledged within 3 working days.
- An investigation will be carried out by Dr Bordbar or a nominated colleague not involved in the matter.
- A full written response will be provided within 20 working days, or you will be updated if more time is needed.
- Outcomes, actions taken, and any service improvements will be clearly explained.
- All complaints are logged, monitored, and reviewed to support continuous improvement.

4. Escalating a Complaint

If you remain dissatisfied, you may escalate to:

- **Independent Doctors Federation (IDF):** www.idrf.co.uk | 020 3696 4080
| info@idrf.co.uk
- **Independent Sector Complaints Adjudication Service (ISCAS):** www.iscas.org.uk | 020 7536 6091 | info@iscas.org.uk
- **Care Quality Commission (CQC):** www.cqc.org.uk | 03000 616161
| enquiries@cqc.org.uk

5. Learning from Complaints

Complaints are regularly reviewed to identify trends, training needs, and improvements. Lessons learned are shared with relevant staff, and changes implemented to prevent recurrence.

6. Confidentiality & Accessibility

Complaints are handled sensitively, in line with data protection law, and shared only with those involved in resolving the matter. This policy is available in alternative formats or languages upon request.

