



Policy: Kite Centre Complaints handling process

Purpose: The purpose of this policy is to provide a structured and transparent process for addressing and resolving complaints from patients, visitors, or staff members at Kite Centre. It aims to ensure that all complaints are handled efficiently, effectively, and in a timely manner.

Policy Statement:

1. Kite Centre is committed to addressing and resolving complaints in a fair and impartial manner.
2. Complaints can be related to any aspect of the centre's operations, including but not limited to quality of care, staff behaviour, facilities, appointment scheduling, or billing.
3. All complaints will be taken seriously and treated with confidentiality and respect.
4. Kite Centre will strive to address and resolve complaints promptly and provide appropriate feedback to the complainant.
5. No individual will be discriminated against or retaliated against for lodging a complaint.

Procedure:

1. Complaint Submission:
 - Complaints can be submitted in person, in writing, or via phone.
2. Complaint Handling:
 - Complaints will be acknowledged within 24 hours .
 - The Practice Manager will be responsible for investigating and resolving complaints, however, will escalate, if required, to the Clinical Director.
 - The Practice Manager will assess the the complaint and gather relevant information from all parties involved and work towards a mutually agreeable resolution.
 - The complainant will be kept informed of the progress.

Escalation:

- If the complainant is dissatisfied with the initial resolution, they may request a review by Kite Centre's management.
- Management will conduct a review of the complaint and the handling process and provide a final response to the complainant.