



COMPLAINTS POLICY – EARLY DETECTION PATHWAY/ PRIVATE TREATMENT SERVICES

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**1. INTRODUCTION**

NeuroClin is dedicated to providing the highest standards of care and service to patients involved in Early Detection Pathway / Private Treatment packages. We operate in both Scotland and England, delivering healthcare services that include a wide range of clinical procedures and treatments.

NeuroClin offers cutting edge Early Detection Pathways / Private Treatment Services. Maintaining a culture of accountability, transparency, and patient-centred care is critical to ensuring the trust and confidence of our patients, as well as complying with the laws and legislations to which NeuroClin must abide.

NeuroClin recognizes that no matter how robust the clinic’s systems are, there may be times when patients have concerns or complaints regarding their care or experience with our services.

In order to address and resolve these concerns effectively, we have established a clear and accessible Complaints Policy for Early Detection Pathway / Private Treatment Services to ensure that all complaints, whether related to treatment, staff interactions, or administrative matters, are handled in

a fair, respectful, and timely manner. This policy reflects our commitment to listening to feedback, learning from complaints, and continuously improving the quality of care and services we provide.

Our clinic operates in accordance with the healthcare regulations and complaints handling procedures specific to both Scotland and England. This ensures that we comply with national standards while providing consistency in the way we manage complaints across different regions. We value the insights provided by patients and view complaints as an opportunity to enhance the overall service experience, improve clinical outcomes, and foster a positive environment for both staff and patients.

By addressing complaints swiftly and effectively, NeuroClin aims to:

- Ensure that all complaints are resolved in a way that is fair and satisfactory for all parties involved.
- Learn from complaints to prevent similar issues in the future and improve the services we provide.
- Maintain a safe and supportive environment for both patients and staff in our clinical settings.

This policy also aligns with our ongoing commitment to quality assurance and our drive to continuously meet and exceed national healthcare standards. Through a structured process, we aim to foster an environment where feedback is welcomed, and concerns are addressed promptly to enhance overall patient and participant satisfaction.

**England** - For NeuroClin to comply with CQC requirements and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 16:

“Providers must have an effective and accessible system for identifying, receiving, handling and responding to complaints from people using the service, people acting on their behalf or other stakeholders. All complaints must be investigated thoroughly and any necessary action taken where failures have been identified.”

**Scotland** - Healthcare Improvement Scotland (HIS) regulates registered independent healthcare services in Scotland to ensure they comply with standards and regulations. HIS may be contacted at any stage to raise a concern or complaint.

Contact details for HIS are:

Programme Manager  
Healthcare Improvement Scotland  
Independent Healthcare Team  
Gyle Square  
1 South Gyle Crescent

Edinburgh  
EH12 9EB

Email: [his.ihtregulation@nhs.scot](mailto:his.ihtregulation@nhs.scot)

## 2. PURPOSE OF THE POLICY

This policy outlines the procedure for handling complaints at NeuroClin centres. We are committed to delivering high-quality clinical care and research services and taking all reasonable steps to address concerns, resolve issues, and continuously improve the services offered. This policy will focus on complaints processes for Early Detection Pathway / Private Treatment services. For research, please refer to Complaints Policy – Research.

NeuroClin values feedback, whether positive or negative, and view complaints as opportunities to improve patient experiences, as well as the quality of our Early Detection Pathway / Private Treatment packages. All complaints will be treated seriously, confidentially, and fairly, with the aim of resolving them as quickly and effectively as possible.

## 3. SCOPE OF THE POLICY

This policy applies to individuals receiving Early Detection Pathway / Private Treatment services from our clinic. The policy covers complaints about:

- **Clinical care** (e.g., medical treatments, services, or procedures).
- **Facilities and environment** (e.g., cleanliness, accessibility).
- **Staff conduct and communication** (e.g., attitudes, professional behaviour).
- **Administrative matters** (e.g., billing, scheduling, patient records).

The clinic operates in compliance with the healthcare regulations in Scotland and England, and we are committed to meeting the requirements of both countries' complaints handling procedures.

## 4. PROCEDURES

### 4.1. Identifying complaints

Complaints can be received in the following formats:

**Verbal Complaints:** In person or by phone.

**Written Complaints:** By email, post, on social media, or via the clinic-wide email address [info@neuroclin.com](mailto:info@neuroclin.com)

**Anonymous Complaints:** Complainants may submit an anonymous complaint, though NeuroClin encourages identification to ensure appropriate follow-up.

Complaints should ideally be made as soon as possible following the incident to allow for prompt investigation. The clinic encourages patients to raise concerns at the earliest opportunity.

All mechanisms through which complaints could be received are regularly monitored by NeuroClin staff trained in recognising and escalating complaints where necessary.

#### 4.2. Receiving, handling, and responding to complaints

The specific process for handling complaints is detailed in site-specific SOPs but in general the following steps will always take place:

##### **Initial Acknowledgment**

- **Acknowledgment of Receipt:** Complaints will be acknowledged in writing or verbally. The complainant will be informed about the process and the estimated timeline for resolution.
- **Details and Clarification:** If necessary, a member of staff will contact the complainant to clarify the details of the complaint and ensure that it is understood in full.
- **Early Resolution:** We aim to resolve complaints informally at the earliest possible stage, where appropriate. The complainant will be informed of the resolution within 10 working days.

##### **Formal Investigation**

- If the complaint cannot be resolved informally, it will be escalated to a formal investigation. This will be initiated by the Medical Director who will decide who is best placed within the organisation to handle the complaint
- Regular meetings will take place to discuss findings and compile a response.
- **Findings and Resolution:** The complainant will receive a written response with the findings, any actions taken, and the steps that will be taken to prevent a recurrence, if applicable.
- No written communications will be sent without the prior approval of the Medical Director.

##### **Further Review (Escalation)**

- If the complainant is not satisfied with the outcome of the formal investigation, they may request a further review.
- Further review may take place within NeuroClin, consulting the Board and SMT where required, or NeuroClin may choose to seek input from regulatory bodies (HIS, CQC) accordingly
- The complainant can self-refer their complaint at any time to the regulatory bodies as listed above.

##### **Timeframes**

- Complaints are accepted by NeuroClin up to 6 months after the event occurred.
- NeuroClin will provide a written acknowledgement of a complaint within 7 working days of receipt and will provide a full response within 12 weeks of receipt.

- More detail regarding expected timeframes is included on a site-specific basis within relevant SOPs
- We aim to resolve all complaints as quickly as possible, but complex complaints may take longer to address. The complainant will be kept informed throughout the process.

**Confidentiality**

All complaints will be handled confidentially and with respect for the complainant's privacy. Personal data will be processed in accordance with GDPR and relevant data protection laws in both Scotland and England. Information about the complaint will only be shared with staff involved in the investigation and resolution of the issue.

## 5. ASSOCIATED DOCUMENTS

SOP Managing Complaints

SOP informed consent

Policy – Informed consent

Complaints Policy - Research

## 6. ROLES AND RESPONSIBILITIES

The **Medical Director** has responsibility for ensuring written complaints are addressed in an appropriate manner.

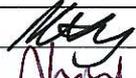
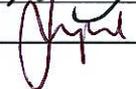
**SMT** has responsibility for ensuring timely response and execution of action items in response to any written complaints.

All staff are responsible for ensuring that complaints are handled professionally and in a timely manner, escalating where required. All staff should treat complainants with respect and empathy.



## REFERENCES

1. Care Quality Commission. *Regulation 16: Receiving and acting on complaints*. URL: <https://www.cqc.org.uk/> Accessed: 08/01/2025
2. Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: *Regulation 16*
3. The Health Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011. *No. 182. Regulation 15: Complaints*

	Detail	Signature/Date (DDMMYYYY)
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