



Orchard Cosmetic Patient Complaint Form

Our Complaints Process: Whilst at all times we aim to provide the highest standards of care to our patients, there will inevitably be rare occasions when a patient is dissatisfied with some element of their care. In such a case Orchard Cosmetic Clinic has a complaints procedure to enable a complaint to be properly investigated. Fortunately, most complaints can be resolved verbally by discussion with the specialist treating you or with the clinic manager. However, if the complaint cannot be resolved in this way, this form is provided to enable details of a complaint to be described in writing and then investigated by the clinic's Clinical Governance Supervisor.

Patient Details

Name	
Date of Birth	
Address	
Tel	



Details of Person Making the Complaint (If you are not patient)

Name	
Date of Birth	
Address	
Tel	

I authorise the complaint is being made on my behalf by

and I agree that the Clinic may disclose to them (only in so far as is necessary to answer the complaint) confidential information about me which I provided to them.

Patient Name	
Patient Signature	
Date	



Name and signature of person making complaint if not the patient:

Name	
Signature	
Date	

Details of Complaint



The Clinical Governance Supervisor, Dr Hayley Elsmore, will acknowledge your complaint and then investigate the circumstances of the complaint, asking the specialist involved with the patient's care for his/her comments. Once the investigation is complete, the Clinical Governance Supervisor will review the medical findings and authorise the reply to the complainant. Please note that this process may take some time to complete but we aim to respond to all complaints within 25 working days. If this process does not satisfactorily address the complaint, the complainant can request us to make further enquiries or ask for a formal meeting with the specialist, the Clinical Governance Supervisor or the Medical Director of the clinic as necessary. If the complainant remains dissatisfied they retain the right to request that the matter be referred to an independent ombudsman.

Please send to: The Clinical Governance Manager

Orchard Cosmetic Clinic

13 Lugley Street

Newport

Isle of Wight

PO30 5HD