



NIGHTINGALE HOSPITAL  
LONDON

# COMPLAINTS PROCEDURE

WE'RE HERE TO LISTEN



## If you have concerns

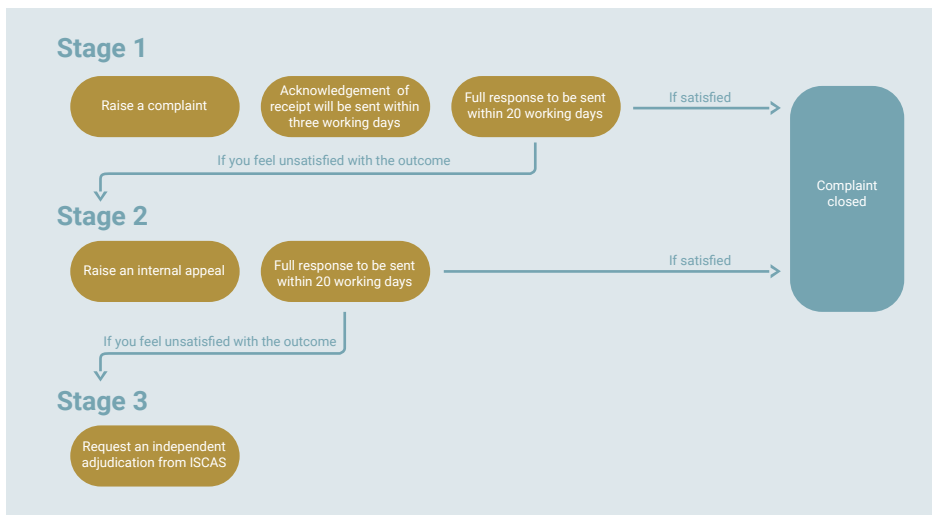
**At Nightingale Hospital, we're committed to delivering first-class care in a safe and nurturing environment. Our staff is here to ensure you, or your loved one is being supported in a caring and professional manner.**

In order to provide the best possible assistance and to ensure we are continually improving our services, we welcome all feedback and concerns. We care about what you have to say. Your concerns will be carefully listened to and we will endeavour to fix these problems where we can, as soon as you raise them with us. Our complaints process complies with the Independent Healthcare Sector Complaints Adjudication Service (ISCAS).

If you have concerns about your treatment, or that of your loved one, please ask to speak to the staff member in charge of the department in question. Each member of clinical staff has a direct manager, whom will be happy to assist with your concerns.

By raising an issue immediately, this allows us to take swift action and rectify issues where possible, as soon as possible.

After speaking member in charge of the department in question, if you are unhappy with the response, our complaints procedure is shown below.



## Making a formal complaint

If you would like to make a formal complaint it is best to do so as soon as possible once the issue has been identified.

This must be lodged within six months from the date the incident occurred or within six months from the date the service user first became aware of the issue. Failure to raise a complaint within the stipulated timeframe may impact our ability to investigate and address the matter comprehensively.

Please put your complaint in writing via email to [compliance@nightingalehospital.co.uk](mailto:compliance@nightingalehospital.co.uk) or by post to:

### **Compliance Manager**

Nightingale Hospital  
11-19 Lisson Grove  
London NW1 6SH

Please provide your full name, address, date of birth, contact information and as much detail as possible about the concerns you have as this information is required to progress your complaint investigation.

If you are complaining on behalf of a friend or relative, we will write to the patient requesting they complete a consent form to authorise us to disclose information to the person complaining. This is to ensure we comply with Data Protection GDPR Legislation. If the patient is unable to consent, we will offer further appropriate guidance. Please be aware that during the complaints investigation it may be necessary to access your clinical or personal data in order to provide you with a full response.

## Our response

A written acknowledgement will be provided to you within three working days of the complaint being received in the hospital. We aim to provide a full response to the complainant within 20 working days. Where this is not possible, an email (or letter if this is the preferred communication) will be sent explaining the reason for the delay.

Various key members of our hospital will work together, to ensure we deliver a beneficial outcome to your complaint.

## Further action

If for some reason you are unhappy with how we have managed your complaint, you are able to request an internal appeal.

This request must be raised within six months of receiving a previous response from us. Further to the internal review, if you still feel unsatisfied with the outcome, you are able to escalate the complaint to the Independent Sector Complaints Adjudication Services (ISCAS).

This must be requested within six months of the outcome of the internal appeal.

In order to request an independent adjudication, please outline your complaint in writing to:

**ISCAS**

70 Fleet Street  
London EC4Y 1EU

For more information, please contact ISCAS directly

**Website:** [www.iscas.org.uk](http://www.iscas.org.uk)

**Email:** [info@iscas.org.uk](mailto:info@iscas.org.uk)

**Phone:** 020 7536 6091 Monday to Friday between 9:00am - 5:00pm.

## LET'S FIX THIS TOGETHER

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