



How to make a comment or formal complaint

Your complete satisfaction is very important to us.

Sometimes, we may not achieve this or meet your expectations and if there is something we need to improve, please tell us. Should this happen, we will try our best to put things right, and to learn from your comments or complaint to make sure that the same thing does not happen again. We'll learn from it and put it right.

When you are pleased with the service provided, please let us know. Where we can improve your feedback will be managed in accordance with the principles of good compliant handling identified by the Parliamentary Health Services Ombudsman.

Getting it right: We will acknowledge your complaint within two days of receipt and try to resolve as quickly as possible, following the relevant guidance. Where you are not satisfied we will signpost you to the next stage of the complaints procedure.

Being customer focused: We hope our processes are clear and simple and that you will feel confident that your complaint will be dealt with seriously.

Being open and accountable: We will provide clear guidance on how to complain and honest, evidence-based explanations and clear reasons for decisions informing you of the findings of our investigation.

Acting fairly and proportionately: We will treat you impartially and without discrimination.

Putting things right: We will apologise and acknowledge where mistakes have happened and will provide prompt, appropriate and proportionate remedies.

Seeking continuous improvement: We will learn lessons from your complaint and we will use this learning to improve service design and delivery.

Whilst at the centre

If you are unhappy about the care or service received, please make a comment or provide feedback at any time to any member of our staff or according to your wish, feel free to speak to the person in charge. We would encourage you to do this at the earliest opportunity, as most issues can be resolved quickly, informally and courteously by the member of staff to whom it is reported.

We encourage all patients to complete our post treatment questionnaire which will be sent to you a few days after treatment.

Still unhappy?

If you feel that following your feedback we have not resolved the issue to your satisfaction, you may choose to make a formal complaint. We follow the industry standard three stage complaints process. We will ensure that all complaints are investigated fully, held on record to ensure that we can learn from them and to avoid re-occurrence.

Stage one – Local resolution

You can make a complaint verbally or in writing addressed to the centre manager. If verbal a note will be made and if the nature of the complaint is serious, then the Centre Manager may request that it be put in writing. Following receipt of a formal complaint the Manager will discuss your concerns with you.

We will send you a letter of acknowledgement within two working days explaining the process for handling complaints and the steps we will take to investigate. Unless the issue needs a longer investigation period due to its complexity, we will send a full written response within 20 working days.

If you are not satisfied with the response from the centre manager, you can ask for your complaint to be reviewed by the Chief Executive, but must do so in writing within 6 months of receipt of the final response at stage 1. This is known as stage 2.

Stage two – Complaint review

The Chief Executive will provide an objective assessment of your complaint and may ask senior members of their team to undertake an independent review of the handing of your complaint and to identify where possible solutions.

When requesting escalation of your complaint we kindly ask that you clarify in writing your unresolved concerns and address these to the Chief Executive at:

TRC Ltd
Melita House
124 Bridge Road
Chertsey
KT16 8LA

We will send you an acknowledgement letter within two working days and a full written response within 20 working days, unless the issues need a longer investigation period for which you will be notified. A member of the senior management team may invite you to meet to ensure that we fully understand the issues.

Stage 3 –External Independent Review

If after stages one and two, you feel that we have not resolved the complaint to your satisfaction you can request an independent external adjudication and we will advise you on the process.

For NHS patients you may write after the stage one decision letter to:

The Parliamentary and Health Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

T: 0345 015 4033

<https://www.ombudsman.org.uk/making-complaint>

For privately funded patients, independent external adjudication will be undertaken by the Independent Sector Complaints Adjudication Service.

Independent Sector Complaints Adjudication Service
70 Fleet Street
London
EC4Y 1EU
T: 0207 536 6091
www.iscas.org.uk

If you have concerns about the way the service is provided you can also contact the Care Quality Commission

Care Quality Commission
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
T: 0300 061 6161

Further information can also be found on our website: www.thornburygammaknife.co.uk



The Thornbury Radiosurgery Centre
312 Fulwood Road
Sheffield
South Yorkshire
S10 3BR

t: +44 (0) 114 3492 200

e: info@thornburygammaknife.co.uk

w: www.thornburygammaknife.co.uk