



Complaint Policy and Information for Patients

If you are unhappy with the facilities or services you have received from Dr Mark Tam clinic or from the Doctor looking after you, we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise, and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with **Dr Mark Tam (Registered Manager)** in the first instance.

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure.

The Complaint Resolution Procedure has three stages and reflects the principles of the ISCAS Code of Practice:

Stage 1	Local resolution to clinic manager/registered manager
Stage 2	Local escalation to Operations Team
Stage 3	Independent Adjudication

Stage 1

To start the formal Complaint Resolution Procedure, you should write to:

The registered manager
Dr Mark Tam
107 Harley Street
London
W1G 6AL

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

The Clinic will send you an acknowledgement of your letter within two working days of receipt of the complaint (unless the practice is able to provide you with a full response within five days).

A full response to your complaint will be made within twenty days of the receipt of the complaint. If the investigation is still in progress after twenty days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

If you remain dissatisfied following the final response from the practice, then you can request a review of your complaint, known as Stage 2 by writing to:

Operations Team
London Aesthetic Medicine
107 Harley Street
London

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Stage 2

The Operations Team will consider your complaint and will undertake a review of the documentation, any correspondence, and the handling of the complaint at Stage 1. The Operations Team will write to you according and in any event within twenty days to either confirm the outcome at stage 1 or to offer an alternative resolution.

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the Complaint Resolution Procedure, unless required to do so by law.

Stage 3

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted.

A complainant should then request the Independent adjudication/mediation by writing to the CEO at Dr Mark Tam who will refer the complaint to an independent adjudication and mediation service

This written request for adjudication must be made within 1 month of the final determination by the Operations Director. The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2.

The Care Quality Commission

The care quality commission do not provide a complaints management service however If you wish to contact the Care Quality Commission at any time in connection with a complaint they can be contacted by:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161
Email: www.cqc.org.uk