



The Cadogan Clinic Complaints Policy – Guide for Patients

The Cadogan Clinic is a family business and our most importance task is looking after our patients.

We obtain daily feedback from our patients in order to improve our service, and we review at management level on a weekly basis as well as proactively engaging on relevant feedback. We are aware that we may not always meet the standards we set ourselves.

To ensure expectations are reasonable, we share as much information about our service, via our website, through emails and via terms and conditions before you and during your Clinic visit.

Quality assurance is a key part of the delivery of safe and effective services to patients. When service delivery fails, internal quality assurance systems identify the central issues and ensure that the prospects of a recurrence are minimised for future patients. Clinical complaints and all complaints involving Clinicians are reviewed by the experts on our Medical Advisory Committee and our Integrated Governance Committee who advise accordingly on any clinical practice issues arising.

As a hospital we are regulated by the The Care Quality Commission (CQC) who inspect our local complaints procedures and we provide anonymised patient feedback to the Private Health Information Network (PHIN) who publish online

If you are dissatisfied in any way we welcome your comments and promise to address them in a prompt, honest and thorough manner. The process is as follows:

The Timeframe – what you can expect

1. Written complaints will be dealt with in a timely manner.
2. A written acknowledgement, by email, will ordinarily be made within 2 working days of receipt of the complaint (unless a full reply can be sent within 5 working days).
3. A full response will normally be made within 20 working days of receipt of the complaint.
4. Where the investigation is still in progress, a letter explaining the reason for the delay will usually sent to the patient and a full response made within 5 working days of completion of the investigation.

The Process – how to engage

Raising a complaint

1. Complaints should be raised to complaints@cadoganclinic.com with the word “Complaint” in the subject title, or mentioned to a member of staff in the Clinic (who should all be wearing name badge)
2. Cases of serious complaints and/or allegations of professional incompetence must be made in writing, either directly or via a third party (private medical insurer, solicitor)



Resolving a complaint

Stage 1 Local Resolution

A manager will get back to you or your authorised representative to discuss your concern as per the timeframes above.

Stage 2 Internal Appeal

The preferred outcome is the local resolution of complaints. However, if the patient or authorised representative remains dissatisfied after the hospital's response, then he/she may, within 20 working days, direct the complaint to:

Cadogan Clinic
Managing Director
120 Sloane Street, London SW1X 9BW

Stage 3 Independent External Adjudication (IEA)

An Independent External Adjudication process is intended for use by patients who are not satisfied with the results of a clinic's internal process. This process is therefore only available once the internal process under this Complaints Policy (Stages 1 and 2) is exhausted. We will provide information on this, at this stage.