

Complaints Procedure

Purpose and scope : The purpose of a complaints procedure is to enable people we work for to raise a problem, concern or complaint and to have the matter dealt with as quickly and fairly as possible, and that all parties involved are treated with respect and dignity. **This procedure applies to Dr Karen Addy and the physical premises of 65 High Street only.** The rooms at 65 High Street are used by independent practitioners who are self-employed, any complains about others using the building need to be raised specifically with them. We cannot assist at all regarding any complains relating to independent practitioners.

Expert Witness Work : An Expert Witness works for the court, and not the party that instructed them. We are unable to investigate complaints raised in a case in the following situations:

- Where the complaint relates to the expert's professional opinion
- Where the complaint relates to the methodology used by the Expert Witness
- Complaints where the case is currently ongoing
- Complaints made anonymously
- Complaints made prior or during litigation or pending or potential litigation regarding the case or expert services

If a complaint is raised by a claimant where there are issues related to any of the above, the claimant raising the complaint will be recommended to return to their solicitor to discuss the matter further, and all correspondence must be made through their solicitor or instructing party.

Informally raising a complaint : Many issues can be resolved quickly and easily by taking informal action. If it is not appropriate to raise your complaint informally, or your complaint has not been resolved to your satisfaction through informal action, you should use the formal complaint procedure.

Formally raising a complaint: It's best if you can raise a complaint at the time the issue takes place so that we can resolve it with you as soon as possible.

You can contact via email at Karen@nwneuro.co.uk or post to 65 High Street, Bangor, LL57 1NR.

Please write "Complaint" in the subject line of your email.

Investigating Complaints: To help us investigate your complaint, please give us as much information as possible, including:

- Your full name and your email or home address, including your postcode
- Your date of birth
- A contact phone number in case we need to contact you for more information
- A clear description of what you want to complain about and when it happened
- Any relevant correspondence

We do our best to acknowledge all complaints within 5 working days. We'll investigate the complaint and send you our findings within 20 working days. We'll let you know our findings, including any changes we'll make as a result of our investigation. Feedback from complainants will be used to improve the service in the future.

Escalating Complaints: If not satisfied with the outcome of the investigation, there is an option to escalate the complaint to the HCPC.

Complaining To The HCPC: It may be appropriate to complain to the professional body (HCPC) when there is serious misconduct or unethical behaviour that may warrant a disciplinary action or a restriction on their professional practice. This can be done via the address information below.

Health and Care Professions Council (HCPC):

Website: <https://www.hcpc-uk.org/>

Email: ftp@hcpc-uk.org (Fitness to Practice related queries)

Phone: +44 (0)300 500 6184

Here are some situations where you may report complaints to a practitioner's professional body:

- Serious or repeated breaches of confidentiality
- Misuse of patients' personal information
- Misconduct, such as sexual misconduct or substance abuse.
- Misdiagnosis or inappropriate treatment
- Inappropriate prescribing practices or medication errors
- Failure to follow professional standards or guidelines.
- Inadequate training or supervision of staff

If a complaint is made to the HCPC, Dr Addy may be required to cooperate with the investigation.

If there is a complaint about Expert Witness work and the complainant wishes to raise this with the professional body, the HCPC issue the following guidance regarding complaints, stating that they cannot do the following:

- Get involved with matters which should be decided by a court, including dissatisfaction with evidence given by a professional in court;
- Get a registered professional or organisation to make changes to a report.