

## Patient Information Sheet Complaints Procedure

Bourn Hall Clinic welcomes all feedback from our patients, including compliments and complaints.

Any feedback whether positive or negative is extremely valuable to us and can be provided verbally to a member of staff, on patient feedback questionnaires or in writing.

### Feedback

If you wish to discuss any aspect of your care, please contact any member of staff in the first instance.

We will aim to resolve any concerns you have and may offer to meet with you to discuss these, with a view to reaching a satisfactory resolution. However, if we cannot resolve your concerns, please make a formal written complaint.

### Written Complaints

We aim to ensure that all complaints are investigated thoroughly, and are satisfactorily resolved. We view complaints as a valuable source of information about our services, which help us to learn and continuously improve.

It is important that you write to us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaint. However, the time limit can be waived if we feel there are valid reasons why you could not have informed us sooner.

Please put your complaint in writing to:

The Quality Assurance Department  
Bourn Hall Clinic  
Bourn  
Cambridge  
CB23 2TN

Or alternatively you can email [qualityassurance@bourn-hall.com](mailto:qualityassurance@bourn-hall.com)

### Response

We will acknowledge the written complaint in writing, within 2 working days of receipt. When acknowledging the complaint, we will inform you of the timescale for when you will receive a written response. To enable a full investigation and response to be compiled there may be instances where we will have to postpone your treatment; this is very rare and will be detailed in your acknowledgement if applicable.

We will aim to provide a full written response within 40 working days. In the unlikely event it will be longer than this, we will keep you updated with the progress of your complaint.

The written response may include an explanation of how the complaint has been considered, the conclusions reached and how they may affect you. It will confirm any actions that need to be taken as a consequence of the complaint.

If you feel a resolution has still not been reached, you have the right to take the complaint to the HFEA (Human Fertilisation and Embryology Authority) or CQC (Care Quality Commission), or for NHS funded patients the Parliamentary and Health Service Ombudsman.

Please refer to the following websites for further information:

<http://www.hfea.gov.uk>

<http://www.cqc.org.uk>

<http://www.ombudsman.org.uk>

The HFEA and CQC review records of complaints during inspections of Bourn Hall Clinic. In some circumstances, complaints may need to be reported to these regulatory bodies by Bourn Hall Clinic.

Your confidentiality will be respected at all stages of the complaint process.