

UNIVERSITY OF HUDDERSFIELD PODIATRY CLINIC

COMPLAINTS PROCEDURE

1. Introduction and Principles

- 1.1. The Podiatry Clinic welcomes all constructive feedback on its activities, whether positive or negative, and understands that, from time to time, people attending the clinic may feel their expectations have not been met.
- 1.2. The principles underpinning this procedure are that the Podiatry clinic will:
 - deal impartially with your complaint within reasonable time frames and in a professional, sensitive and straightforward way;
 - encourage informal early conciliation where possible;
 - deal with your complaint appropriately throughout the complaints process, revealing information to others only to the extent necessary to complete a proper investigation and make a considered response; and
 - ensure that no complaint made in good faith will be used to your disadvantage in the future.

2. Scope of Procedure

This complaints procedure is for the patients (or their carers) of the University of Huddersfield Podiatry Clinic.

3. Before you raise a complaint

- 3.1. Please consider whether there are more appropriate procedures to make your point such as suggestion schemes or other feedback mechanisms.
- 3.2. Complaints can often be resolved satisfactorily and dealt with quickly on an informal basis. If possible, you should contact the member of staff most directly involved in the situation with a view to resolving any issues on an informal basis as soon as possible and in any event within 20 working days of the situation arising.

4. Making a formal complaint

4.1. Stage 1 – Initiating a formal complaint

- 4.1.1. To initiate a formal complaint you must complete the complaint form which can be found at the end of this document at appendix 1.
- 4.1.2. Formal complaints must be received within 20 working days of the situation arising that is the cause for complaint. If you have sought to resolve your complaint informally within 20 working days of the situation arising and you have not been able to reach a mutually acceptable outcome within that period, then the time limit for making a formal complaint will be extended by a further 10 working days.

- 4.1.3. Completed forms should be addressed to the Head of Division of Podiatry and Clinical Sciences at The Podiatry Clinic, The University of Huddersfield, Queensgate, Huddersfield HD1 3DH; who will acknowledge receipt within 5 working days. A full investigation of the incident will then be undertaken.
- 4.1.4. If your complaint is about the Head of Division of Podiatry and Clinical Sciences you should send your complaint form to the Head of Department of Health Sciences, University of Huddersfield, Queensgate, Huddersfield HD1 3DH.
- 4.1.5. A full and considered response will usually be made within 20 working days of receipt of your complaint. If the investigation cannot be completed in that time for good reason (such as staff unavailability) or the matter is complex, you will be advised of a revised timescale.
- 4.1.6. If the complaint relates to the conduct of a member of staff or a student, this will be investigated under the staff or student disciplinary procedure, as appropriate. You will receive a response in accordance with the timescale of that procedure.
- 4.1.7. Please note that the University reserves the right to maintain confidentiality in relation to staff and student disciplinary matters. This means that where the investigation of your complaint has led to a disciplinary process being undertaken, you will be informed that this is the case and that appropriate action has been taken; however you will not be entitled to receive any further information. This will signal the conclusion of the matter. No Stage 2 (Final Review) process is available for complaints relating to staff or student disciplinary matters.

4.2. Stage 2 – Final Review

- 4.2.1. If you are dissatisfied with the decision from Stage 1 of your formal complaint, you may refer the matter to the Head of the Department of Health Sciences using the Final Review Request Form, which can be found at the end of this document at appendix 2. The letter you receive at the end of Stage 1 will tell you who this is and the address to which you should send the Final Review Request Form.
- 4.2.2. If the Head of Department of Health Sciences dealt with your complaint, you should send your Final Review Request Form to the Dean, School of Human and Health Sciences, University of Huddersfield, Queensgate, Huddersfield HD1 3DH.
- 4.2.3. To initiate a final review you must complete the Final Review Request Form and send it to the appropriate person above within 10 working days of the date of the letter notifying you of the outcome to your formal Stage 1 complaint.
- 4.2.4. The final review will be completed within 20 working days of receipt of your Final Review Request Form and the outcome will be reported to you in writing. This decision is final and there will be no further avenue of review in the University. If there is an external review body to whom the matter can be referred, (such as the Information Commissioner's Office) we will advise you of this when we report the outcome of the final review.

APPENDIX 1 –

UNIVERSITY OF HUDDERSFIELD PODIATRY CLINIC - EXTERNAL COMPLAINTS FORM

This form is to be completed under Stage 1 of the procedure for formal complaints by patients (or their carers) of the University of Huddersfield Podiatry Clinic.

Please complete in block capitals or type

Personal Details

First Name

Family Name

Date of Birth

Patient Number (if known)

Address for correspondence in connection with the complaint:

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Postcode:..... Telephone/Mobile number:.....

Outline of complaint, including date of attendance at the clinic (please use additional sheets if necessary):

Please explain here what steps you have taken, together with dates, to resolve your complaint informally. If no such steps have been taken please explain why this was not considered appropriate:

Please explain why you are not satisfied with the response you have received from your informal complaint:

Please indicate what outcome or further action you are expecting:

As part of the investigation of your complaint any members of staff or students mentioned may be made aware of the complaint.

Declaration

I declare that the information given in this form is true, accurate and complete, and that I would be willing to answer further questions relating to it if necessary.

Signed:..... Date:.....

PLEASE RETURN THIS FORM TO:

The Head of Division of Podiatry and Clinical Sciences
The Podiatry Clinic
The University of Huddersfield
Queensgate
Huddersfield
HD1 3DH
Or via email to Podiatry.Clinic@hud.ac.uk

This form is available in alternative formats, including large font, Braille and an electronic version. If you would like an alternative format of this form, please contact the Podiatry Clinic Reception on 01484 472201 or at The Podiatry Clinic, The University of Huddersfield, Queensgate, Huddersfield, HD1 3DH or via email at Podiatry.Clinic@hud.ac.uk

APPENDIX 2 – FINAL REVIEW REQUEST FORM

This form is to be completed under Stage 2 of the procedure for a request for a final review of a complaint made under the University of Huddersfield Podiatry Clinic Complaints Procedure.

Please enclose with this form a copy of your original complaint and the formal response that you have received under Stage 1 of the External Complaints Procedure.

Please complete in block capitals or type

Personal Details

First Name

Family Name

Date of Birth

Patient Number (if known)

Address for correspondence in connection with the complaint:

.....
.....
.....

Postcode:..... Telephone/Mobile number:.....

Please explain who has previously dealt with your complaint and why you are dissatisfied with the outcome (please use additional sheets if necessary):

Please indicate what outcome or further action you are expecting:

Declaration

I declare that the information given in this form is true, accurate and complete, and that I would be willing to answer further questions relating to it if necessary.

Signed:

Date:

PLEASE RETURN THIS FORM TO THE ADDRESS BELOW, ENCLOSING COPIES OF YOUR ORIGINAL COMPLAINT AND THE OUTCOME THAT YOU HAVE RECEIVED TO STAGE 1 TO:

The Head of Department of Health Sciences
The University of Huddersfield
Queensgate
Huddersfield
HD1 3DH

If the Head of Department of Health Sciences dealt with your complaint, please return this final review request form, enclosing copies of your original complaint and the outcome that you received to Stage 1 to:

The Dean
School of Human and Health Sciences
The University of Huddersfield
Queensgate
Huddersfield
HD1 3DH

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