

## **Talk to us**

Every patient has the right to make a complaint about a treatment or care they have received at Cleveland Clinic.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## **Who to talk to**

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager, Nell Montague-Rendall - Practice Manager.

If for any reason you do not want to speak to a member of staff, then you can request that Primary Care Governance Team investigates your complaint. They will contact us on your behalf:

Primary Care Governance Team  
Health and Social Services  
Maison Le Pape  
The Parade  
St Helier  
JE2 3PU

## **Making a Complaint**

Whilst complaints can be made verbally or in person, where at all possible we would prefer all complaints to be made in writing, therefore ensuring all the facts of your complaint are recorded correctly.

Please ask a member of staff for a copy of our Complaints Form. Additionally, you can complain via email to:  
[town@clevelandclinic.gpnet.je](mailto:town@clevelandclinic.gpnet.je)

## **Time frames for complaints**

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The practice will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## **Investigating complaints**

Cleveland Clinic will investigate all complaints effectively and in conjunction with existing legislation and guidance.

## **Confidentiality**

Cleveland Clinic will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## **Third party complaints**

Cleveland Clinic allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception also.

## **Final response**

Cleveland Clinic will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.

### **Further action**

If you are dissatisfied with the outcome of your complaint from Cleveland Clinic then you can escalate your complaint to:

Primary Care Governance Team  
Health and Social Services  
Maison Le Pape  
The Parade  
St Helier  
JE2 3PU

Tel: 01534 623500  
Email: [pcgt@health.gov.je](mailto:pcgt@health.gov.je)

Cleveland Clinic Surgery

12 Cleveland Rd, St Helier, Jersey JE2 4PB

01534 734 121 / 722 381

[town@clevelandclinic.gpnet.je](mailto:town@clevelandclinic.gpnet.je)



## **COMPLAINTS PROCESS**

Patient  
Information