

FORMAL COMPLAINTS PROCESS INFORMATION

As a patient, if you are in anyway unhappy with our service you are entitled to make a complaint, and we will respond. If you are unable to complain yourself, another person such as a relative or carer can complain on your behalf.

Any informal complaints can be made verbally directly to me, through our reception team, or in writing by email to info@essexears.com or by letter. You can also provide feedback, make comments or suggestions via our dedicated book placed in the reception area or on our website.

This is a small business that is currently single-handed. If you make a formal complaint about the service we may need to seek professional advice will from a third party as part of the investigation process.

PROCESS

1. Any formal complaints should be labelled as such, made in writing and sent to info@essexears.com. The complaint will be acknowledged within 3 working days
2. The complaint will be investigated, with the outcome fed back to the complainant in writing within 21 working days (Stage 1). The patient's confidentiality, including details of the consultation and rights will be maintained during the investigation.
3. In the unfortunate event of the complainant being dissatisfied with the response then we will recommend the patient seeks advice from AvMA medical (www.avma.org.uk) who can advise on steps available for redress. (Stage 2)
4. Any unresolved cases following Stage 2 can be taken up with the General Medical Counsel who regulate Dr. Teresa Uscategui. her GMC number is 5206396.