

The Care Quality Commissions (CQC) does not investigate complaints but considers relevant information about practices providing regulated activities within the term of legislation.

Care Quality Commission

Tel: 03000 616161

[www.cqc.org.uk](http://www.cqc.org.uk)

## Contact

Complaints Manager

The Poundbury Clinic

Middlemarsh Street

Poundbury

Dorchester

Dorset DT1 3GD

Tel: 01305 262626

Email: [info@thepoundburyclinic.co.uk](mailto:info@thepoundburyclinic.co.uk)

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THE  
POUNDBURY  
CLINIC

# How to Make a Complaint



Everyone who works at The Poundbury Clinic aims to ensure that patients and partners are treated with compassion, dignity and respect at all times. Sometime, however, you may experience a problem or something may go wrong and you wish to make a complaint.

## HOW TO MAKE A COMPLAINT

### Stage 1

- Talk with the staff at the earliest opportunity.
- If this does not resolve the matter, then contact the Complaints Manager who will investigate the complaint in a manner that is appropriate.
- You will then receive a final response , in writing, with the outcomes of the investigation.

### Stage 2

If you remain unhappy with the response from The Poundbury Clinic the IDF will consider the complaint:

Independent Doctors Federation  
Lettsom House  
11 Chandos Street  
London W1G 9EB

Tel: 0203 696 4080

Email: [infoidf.uk.net](mailto:infoidf.uk.net)

### Stage 3

This is available should you remain dissatisfied once Stage 1 and Stage 2 are exhausted. You may request an adjudication through ISCAS:

Independent Sector Complaints Adjudication Service  
Care of CEDR (Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street  
London EC4Y 1EU

Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)

### The Process

- A complaint can be made by or with consent of a patient.
- We will acknowledge your complaint within three working days. A full response will be made within twenty days. If this is not practical or appropriate we will give some indication of the anticipated timescale.
- Time limit for making a complaint is normally 12 months from the date on which the event occurred.
- A complete copy of the Complaints Procedure is available on request from the Complaints Manager.