

## **COMPLAINTS PROCESS**

### **Our Complaints Policy**

The Podiatry Clinic, at the University of Northampton, recognise the number of stakeholders involved in our organisation, from patients, students, work place representatives, the staff team and those we do business with.

We are committed to providing a high-quality service to members of the public.

When things do go wrong we want you to tell us, so we can put things right and learn from what went wrong.

We value your feedback when you make a complaint and are committed to responding to you promptly. This will help us improve our service to you.

### **Our Complaints Procedure**

#### **Local Level:**

If you have a complaint on any issue, please raise this with the clinician supervising the clinic in the first instance if you feel able to. The clinician will, at a local level, efficiently and professionally, aim to resolve the issue for you

#### **Formal Complaint:**

If the issue is not resolved to your satisfaction, or you feel that you are not able to raise it directly with the clinician concerned, then please outline your concerns in a letter providing all the details that have led to the complaint and send it to [podiatry@northampton.ac.uk](mailto:podiatry@northampton.ac.uk) or to The University of Northampton, Podiatry Clinic, Cliftonville road, Northampton, NN1 5BF.

If your complaint is clinically based, it will be directed to the Professional Lead for Podiatry.

If your complaint is operational it will be directed to the Faculty Operational Manager,

If the complaint to either the Professional Lead (Podiatry) or the Operational Manager, this will be dealt with by the Subject Lead who oversees Podiatry.

When we receive a complaint, this will then be triaged and logged by our Administration Team.

What will happen next?

- The Administration Team will write to you or email you acknowledging receipt of your complaint, normally within five working days .
- We may ask you to confirm or explain some of the detail.
- Your complaint will then be passed to the relevant investigator - either the Professional Lead (Podiatry) or the Faculty Operations Manager.

- The relevant investigator will conduct a thorough investigation of your complaint and provide the Clinic Coordinator with an investigation report to include whether the complaint is upheld or not, the action taken, and what has been learned from it.
- The Administration Team will then write or email to you to let you know the outcome of the complaint. The response to your complaint will also be held on your patient file.
- We will aim to complete investigations and respond to you within one calendar month.
- We aim to resolve your complaint through the process above. However, if this is not possible we may invite you to meet with us to further discuss your complaint.
- This process is exclusive to members of the public and falls outside of any other University complaints process.
- If you remain dissatisfied with the outcome, you may appeal to the Subject Leader (Podiatry) which will be the final stage of the complaints process.

We recognise that making a complaint can be stressful but would appreciate that confidentiality is maintained until the process is completed.