

Complaints Policy and Procedure

Document Control

Organisation Name: MyPharmacyServices (part of Slotab Ltd)

Policy Lead: Uros Hostnik

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Definition of a Complaint

A complaint is an oral or written expression of dissatisfaction related to any aspect of the care, service, or interaction with MyPharmacyServices. This includes clinical advice, access to services, communication, digital platform experience, or prescription processing.

Complaints resolved within 24 hours will be documented as **locally resolved** in the **Complaints Register**.

Purpose and Aims

This policy aims to:

- Ensure all complaints are **taken seriously, responded to promptly, and used to improve our service**
 - Promote a culture of **openness, fairness, and learning**
 - Provide clear, accessible information to patients, advocates, and staff
 - Comply with **CQC Regulation 16: Receiving and Acting on Complaints**
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How to Make a Complaint

Patients or their representatives can raise concerns via:

- **Email:** info@mypharmacyservices.co.uk
- **Phone:**
- **Online:** [Contact – MyPharmacyServices](#)
- **Post:** MyPharmacyServices, 102 Chapel road, Southampton, SO145BT

Assistance is available for patients with communication difficulties or language barriers. A copy of the complaints policy is provided on request in alternative formats.

Complaints Procedure

1. Acknowledgement

- Complaint acknowledged within **2 working days**
- Confirmation of the process and expected resolution timeline is shared

2. Investigation

- A full, proportionate investigation is led by the Policy Lead or a designated officer
- The process includes:
 - Review of consultation logs and medical records
 - Communication with staff involved
 - Gathering additional information if required

3. Response

- A detailed written response provided within **20 working days**
- If more time is needed, the complainant is notified, and a final response is issued within **5 working days** of conclusion

4. Escalation

If not resolved, the complainant can escalate to:

- **Care Quality Commission (CQC)**
 - **Phone:** 03000 616161
 - **Website:** CQC Complaints Page
- **Parliamentary and Health Service Ombudsman (PHSO)**
 - **Website:** [PHSO Complaints Page](#)

Investigation Framework

- Determine **what went wrong** and identify any gaps in care or communication
- Provide the complainant with an opportunity to engage in the process
- Offer an explanation, apology (where appropriate), and **clear action plan**
- Implement changes to prevent recurrence

Complaints on Behalf of Someone Else

- Written consent is required unless the person is incapacitated
 - The privacy of the patient will always be protected
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Timescales

- **Acknowledgement:** Within 2 working days
 - **Response:** Within 20 working days
 - **Final response (if extended):** Within 5 working days of conclusion
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Complaints Register

A secure, confidential complaints register includes:

- Date of receipt
- Complainant's name and contact
- Nature of complaint and people involved
- Outcome and any actions taken
- Date of resolution

Complaints are stored for **5 years** for governance and audit purposes.

Learning and Continuous Improvement

- Complaints are reviewed **quarterly** to identify themes and risk areas
 - Lessons are shared with staff and included in **training sessions**
 - Reflective learning is encouraged for professional development
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Accessibility

- This policy is published on [Complaints – MyPharmacyServices](#)
- Available in alternative languages and formats upon request
- Staff are trained to support vulnerable service users and those needing assistance