

Listening, Responding and Improving

Making a complaint to Smart TMS

We strive to offer the best service to all our patients but if you feel we have fallen short, please discuss this with any of our team. Usually problems can be sorted out quickly and easily, at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint please do so, preferably in writing, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily.

We may suggest you contact our Registered Manager to whom you may talk to informally to discuss the problem and offer you further advice on our formal complaint's procedures.

If you wish to follow the formal complaints procedure, please let us know as soon as possible after a problem or issue arises. If it is not possible to raise your complaint immediately, please let us have the details of your complaint within 6 months of the incident that caused the problem or within 6 months of discovering that you have a problem, provided this is within 12 months.

Should you wish a relative or another person to make a complaint on your behalf, you will need to give authorisation to Smart TMS in writing before we will discuss your treatment with them. An advocate consent form is available in clinic or can be requested by email, please see contact details below.

What we do next

On receipt of a complaint, we will acknowledge your comments within two working days and aim to have investigated your complaint within 20 working days of the date you raised it with us. You will then receive a formal reply in writing. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When we look into a complaint we aim to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the company can do to make sure the problem does not happen again

If you are not happy with the response you may ask for an internal appeal as stage two of the complaints process. You will need to do this within six months.

You will receive an acknowledgement of the appeal within two working days of receipt and a full reply within 20 working days.

What happens if I am unhappy with the response?

If you are dissatisfied with the response from the internal appeal you can escalate the complaint to stage three and have the right to refer the matter to the Independent Sector Complaints Adjudication Services (ISCAS). You must write to them within 6 months of the final decision of the clinics internal review.

ISCAS will provide a written acknowledgement to you within 3 working days. It will then write to the provider to advise that you wish to escalate your complaint and will keep you updated with progress at a minimum, every 20 working days.

Further information can be found in the Patients Guide to the ISCAS Code

<https://iscas.cedr.com/patients/complaints-process>



Questions

If you have any questions about our Complaints Policy, please contact Smart TMS in writing to:

Registered Manager
Smart rTMS Limited
Unit 9, Cirencester Office Park
Tetbury Road
Cirencester
Gloucestershire
GL7 6JJ

How to make a comment or raise a complaint



Complete a feedback form

Available in clinics



Email us

feedback@smarttms.co.uk



Call us

You can call us on 0345 222 5678



Write to us

Smart rTMS Limited
Unit 9, Cirencester Office Park
Tetbury Road
Cirencester
Gloucestershire
GL7 6JJ



Use a representative

You can use a representative (advocate) to make a complaint for you. We'll ask you to confirm your consent in writing that you're happy for that person to act for you and we will deal with them directly until the conclusion of your complaint. You can tell us at any stage if you no longer want that person to represent you. Please email feedback@smarttms.co.uk and request an advocate consent form.



Reasonable adjustments to help you give comments

Please tell us if you have any particular requirements so we can adjust our process to you. For example, we can take your comments over the phone, rather than you having to put it in writing or send it in large print.



Independent Sector Complaints Adjudication Service (ISCAS) is the recognised independent adjudicator of complaints for the private healthcare sector.

email: info@iscas.org.uk.

phone: 020 7536 6091 Monday to Friday 9:00am – 5:00pm.

address: ISCAS, 70 Fleet Street, London, EC4Y 1EU