



Certificate of Subscription

This is to certify that

SmartTMS

has undertaken that it will conform to the Independent Sector Complaints Adjudication Service Code of Practice for resolving complaints and is therefore admitted to Subscription of the Independent Sector Complaints Adjudication Service Ltd for one year ending

31 March 2023

Signed: *Sally M Taber*

Sally Taber Director, Independent Sector Complaints Adjudication Service Ltd

Date: 1st April 2022

SmartTMS

being committed to providing the best possible health care and to giving excellent service, will apply the Independent Sector Complaints Adjudication Service Code of Practice to resolve all complaints it may receive.

Signed:

Date:

Explanatory Notes

If a patient has cause to complain (including NHS Patients treated in the independent sector) he or she should raise the complaint directly with the hospital/clinic in the first instance.

The Independent Sector Complaints Adjudication Service **Code of Practice** applies to any complaints made about the treatment or service in a subscriber hospital or clinic in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Independent Health Care (Wales) Regulations 2011, the Regulation of Care (Scotland) Act 2001 for Scotland and Independent Healthcare Regulations (Northern Ireland) 2005.

The patient has the right to use the Independent Sector Complaints Adjudication Service if dissatisfied with the response from **SmartTMS** and having exhausted the internal complaints process.

The Care Quality Commission (in England) (CQC). The CQC collects information about how registered service providers comply with the regulations and standards and takes action where any offences have been committed. CQC does not manage complaints made about the independent sector and does not provide an arbitration service.

The **Healthcare Inspectorate Wales** (HIW), the **Health Inspectorate Scotland** (HIS) and the **Regulation and Quality Improvement Authority** (RQIA) (Northern Ireland) regulate hospitals in their respective countries.