

Listening, Responding and Improving

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. If you are not able to resolve your complaint in the clinic, you may wish to make a formal complaint to our CQC Registered Manager.

How to register a formal complaint

Please write to us about your complaint, giving as much information as possible. This should be within 6 months of the incident or within 6 months of discovering that you have a problem, provided this is within 12 months of your treatment.

Should you wish someone else 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.

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.

Smart TMS is a member of the Independent Sector Complaints Adjudication Service (ISCAS)

Please see below for full details about our Complaints Resolution Procedure.

How to contact us

Tel 0345 2225678

Email feedback@smarttms.co.uk

Address: Smart TMS, Unit 9 Cirencester Office Park, Cirencester Glos, GL7 6JJ

Complaint Resolution Procedure

Definition of a complaint

“Any communication involving goods or a service that requires an investigation and formal response. Complaints may be made by letter or e mail or text.”

Process

If you are unhappy with any of the facilities or services you have received from Smart TMS, we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway.

To let us know about something with which you are unhappy please speak with our Practitioner in the clinic in the first instance.

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure which meets the Independent Sector Complaints Adjudication Service (ISCAS) Code of Practice.

Our Complaint Resolution Procedure has three stages and reflects the principles set out in the ISCAS Code of Practice:

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| Stage 1 | Local resolution within the clinic where possible, or the Registered Manager. |
| Stage 2 | Internal Review by a member of the Senior Management Team |
| Stage 3 | Independent Adjudication from ISCAS |

Please note: Stages 1, 2 and 3 fall within the ISCAS Code of Practice for Complaints Management. A copy of this can be obtained from the ISCAS website

iscas.cedr.com/resources/publications/ .

Scope

Attention is drawn to the sections of the ISCAS Code which clearly explain what the Code does and does not cover. You should understand that if the complaint is not covered by the ISCAS code then stages 2 and 3 will not be available.

Stage 1

To start the formal Complaint Resolution Procedure, you should write to:

Registered Manager
Smart rTMS Limited
Unit 9 Cirencester Office Park
Cirencester
Glos GL7 6JJ

Or email: feedback@smarttms.co.uk

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

Complaints should normally be made as soon as possible at Stage 1, and **within 6 months** of the date of the event complained about, or within 6 months of the matter coming to the attention of the complainant. The time limit may be extended by where the complainant has good reason for not making a complaint in the time limit, and there is a realistic opportunity of conducting a fair and effective investigation into the issues raised.

The Registered Manager will send you an acknowledgement **within three working days of receipt** of the complaint. You will be offered a meeting to discuss your complaint and to agree the heads of the complaint.

The investigation of your complaint will involve reviewing records of meeting(s) with you and reviewing all the correspondence and clinical records as well as statements provided by clinicians and others involved.

Reasonable assistance will be provided for complainants where required e.g. for those with a disability or those whose first language is not English.

A full response to your complaint will be made **within 20 days** of receipt of the complaint. If the investigation is still in progress after 20 days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every 20 days where an investigation is continuing.

If you remain dissatisfied following the final Stage 1 response, then you can request a review of your complaint, known as Stage 2. Please advise the Registered Manager of your request to escalate the complaint to Stage 2, who will pass on the request to a member of the Senior Management Team.

Escalation to Stage 2 must be made in writing within six months of the final Stage 1 response.

Stage 2

The member of the Senior Management Team (SMT) will consider your complaint. They will send you an acknowledgement of your letter within **three working days** of receipt of your complaint and will request a summary of the matters that remain outstanding that you wish to be investigated. You will be invited to attend a meeting at the start of Stage 2 in order to clarify the matters that remain outstanding and obtain a greater understanding of what you hope to achieve by escalating the complaint. The member of the SMT will not have been involved in the matters that led to the complaint or the handling of the complaint at Stage 1. You will be asked to consent to release of records from the doctor.

The member of the SMT will undertake a review of the documentation, any correspondence and the handling of and response to the complaint at Stage 1. If the review is still in progress **after 20 days** a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every 20 days where a review is continuing. The member of the SMT will write to you when the review is completed to either confirm the outcome at Stage 1 or to offer an alternative resolution

At this time we will advise you of your right to take the matter further to Stage 3 Independent External Adjudication by the Independent Sector Complaints Adjudication Service (ISACS).

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the Complaint Resolution Procedure, unless required to do so by law.

Stage 3

This stage is only available to you if you remain dissatisfied once Stage 1 and Stage 2 are exhausted and aims to bring about a final resolution of the complaint to both parties.

In such a situation you should request the adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service (ISCAS)

CEDR (Centre for Effective Dispute Resolution), 3rd Floor
100 St. Paul's Churchyard
London EC4M 8BU

Tel: 020 7536 6091

Email: info@iscas.org.uk

This written request for adjudication must be made within **six months** of the final determination by Smart TMS at Stage 2. You should provide reasons to explain the

dissatisfaction with the outcome of Stage 2. ISCAS will acknowledge receipt of the request within **three working days**.

ISCAS will seek confirmation from Smart TMS that Stage 2 has been completed.

ISCAS will notify Smart TMS of a request for Stage 3 independent external adjudication. Smart TMS will respond to requests from ISCAS within **ten working days** and confirm whether Stages 1 and 2 have been completed. ISCAS will then be your main contact once adjudication is started. You will be asked to consent to the release of records from Smart TMS that are relevant to the complaint. ISCAS will issue the decision within **20 working days** or provide a progress update every 20 working days if the decision is delayed. A report will be made to you, and Smart TMS.

Additional information for patients about ISCAS can be found at: [//iscas.cedr.com/](https://iscas.cedr.com/)

Unacceptable behaviour by complainants

At each stage of the complaints procedure, it might be deemed that a patient's behaviour is unacceptable. We have a policy in place to handle unacceptable behaviour of complainants.