



Lenus Global

Reg. Office: Berkeley Square House, Mayfair, London,
W1J 6BD



Review Sheet



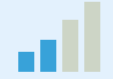
Last Reviewed
6 Mar 2026



Last Amended
6 Mar 2026



This policy will be reviewed as needs require or at the following interval:
Annual

<p>Business Impact:</p>	 <p>MEDIUM</p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>
<p>Reason for this Review:</p>	<p>Improve usability</p>
<p>Changes Made:</p>	<p>Yes</p>
<p>Summary:</p>	<p>This Complaints policy provides guidance and useful templates to use in the event of a complaint being made. It has been updated with an extra section added on About, Values, Aims and Objectives at 1.1. For these changes to reflect in the policy the system details questionnaire will need to be updated.</p>
<p>Relevant Legislation:</p>	<ul style="list-style-type: none"> • Equality Act 2010 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Human Rights Act 1998 • The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 • Medical Act 1983 • Mental Capacity Act 2005 • Data Protection Act 2018 • UK GDPR • Compensations Act 2006 • The Accessible Information Standard (DCB1605 Accessible Information)
	<ul style="list-style-type: none"> • Author: CQC, (2025), Regulation 20: Duty of Candour [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-20 [Accessed: 06/03/2026] • Author: CQC, (2025), Regulation 16: Receiving and Acting on Complaints [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-16 [Accessed: 06/03/2026] • Author: CQC, (2025), Regulations for Service Providers and Managers [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-20 [Accessed: 06/03/2026]





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Underpinning Knowledge:	<ul style="list-style-type: none">• Author: CQC, (2025), Meeting the Accessible Information Standard [Online] Available from: https://www.cqc.org.uk/guidance-providers/meeting-accessible-information-standard [Accessed: 06/03/2026]• Author: Independent Sector Complaints Adjudication Service (ISCAS), (2022), Complaints Process [Online] Available from: https://iscas.cedr.com/patients/complaints-process/ [Accessed: 06/03/2026]• Author: CQC, (2026), Complain About a Service or Provider [Online] Available from: https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider [Accessed: 06/03/2026]• Author: Parliamentary and Health Service Ombudsman, (2021), How We Deal With Complaints [Online] Available from: https://www.ombudsman.org.uk/making-complaint/how-we-deal-complaints [Accessed: 06/03/2026]• Author: Parliamentary and Health Service Ombudsman, (2021), What to do Before you Come to us [Online] Available from: https://www.ombudsman.org.uk/making-complaint/before-you-come-to-us [Accessed: 06/03/2026]
Suggested Action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App• Share 'Key Facts' with all staff• Ensure the policy is discussed in planned supervision sessions with relevant staff• Ensure relevant staff are aware of the content of the whole policy
Equality Impact Assessment:	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>

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1. Purpose

1.1 About Lenus Global

Lenus Global Limited was founded by Dr Niraj Singh and Dr Surbhi Singh with the aim to become a leading centre for mental health and longevity. Lenus Global aims to achieve optimal health and longevity through personalised interventions and a data-driven approach., Lenus Global Limited was founded by Dr Niraj Singh and Dr Surbhi Singh with the aim to become a leading centre for mental health and longevity. Lenus Global aims to achieve optimal health and longevity through personalised interventions and a data-driven approach.

What are the values of Lenus Global?

The Practice aims to:

Honesty

We are always truthful and transparent in all aspects with colleagues, clients and all other stakeholders.

Integrity

We make ethical decisions. We close gaps between intentions and action, ensuring that we are professional in all aspects for everyone and the service.

Can do attitude

We approach work and challenges with a positive frame and take on all hurdles.

Respect

We ensure kindness and decency in all interactions, as well as appreciation of others viewpoints, ideas, thoughts and opinions.

Teamwork and collaboration

We work together for the betterment of our clients, the service and society at large, through exceptional leadership in our roles.

Diversity and Inclusivity

We ensure value equity, inclusion, and dignity for all. We respect a broad range of backgrounds, which will enrich ideas, as well as our personal and service development.

Accountability

We take pride in our work and also take responsibility for our actions. No failure, only feedback.

Innovation

We encourage creativity and idea-sharing in an open atmosphere

Continuous Learning and Growth

We take the opportunity to learn from one another, and our clients and ensure we have a positive feedback system. Developing ourselves and in the process, our physical, mental and spiritual growth.

Passion for excellence

We ensure high quality in what we do and being better every day.

What are the Aims and Objectives of Lenus Global?



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Honesty

We are always truthful and transparent in all aspects with colleagues, clients and all other stakeholders.

Discretion

We ensure discretion and privacy is maintained at all times for the wellbeing of our clients and the service

Integrity

We make ethical decisions. We close gaps between intentions and action, ensuring that we are professional in all aspects for everyone and the service.

Can do attitude

We approach work and challenges with a positive frame and take on all hurdles.

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Passion for excellence

We ensure high quality in what we do and being be

1.2 To ensure that Lenus Global has a system in place to effectively manage complaints, suggestions and compliments.

1.3 To ensure that all complaints, compliments and suggestions within Lenus Global are dealt with in accordance with legislative, occupational, regulatory requirements in a professional manner and within required timescales.

1.4

Key Question	Quality Statements
RESPONSIVE	QSR4: Listening to and involving people

**Lenus Global**Reg. Office: Berkeley Square House, Mayfair, London,
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- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Medical Act 1983
- Mental Capacity Act 2005
- Data Protection Act 2018
- UK GDPR
- Compensations Act 2006
- The Accessible Information Standard (DCB1605 Accessible Information)

2. Scope**2.1 Roles Affected:**

- All Staff

2.2 People Affected:

- Patient, Patients

2.3 Stakeholders Affected:

- Family
- Advocates
- Representatives
- External health professionals

3. Objectives

31 To ensure that all complaints and suggestions within Lenus Global are promptly addressed, resolved and shared within the agreed timescales to ensure that lessons are learnt and that the learning improves the service quality and delivery.

32 To ensure that all Lenus Global staff are trained and supported in the facilitation of complaints procedures and are fully compliant with their own professional, obligatory requirements within their scope of practice.

33 To implement an honest and open culture within Lenus Global whilst actively seeking and acting upon Patient, Patient feedback, to improve the quality of the Patient, Patient's experience.

4. Policy

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4.1 Lenus Global adheres to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 16: Receiving and Acting on Complaints, ensuring that all complaints are received, managed, and acted upon appropriately to improve service quality and outcomes.

4.2 CQC Regulated Activities, Service Types and Service User Bands

Where required, Lenus Global will be registered with the CQC for regulated activities, service types and service user bands as defined in the CQC Statement of Purpose.

This will ensure that Lenus Global provides services that are safe, effective, caring, responsive and well-led in line with the CQC's published quality statements, regulatory framework and associated best practice guidance.

Lenus Global is registered to provide the following regulated activities:

Treatment of disease, disorder or injury,

Lenus Global is registered to provide the following service types:

Doctors consultation service (DCS)

Lenus Global is registered to support the following service user bands:

Adults aged 18 - 65, Children aged 4 -12, Children aged 13 - 18, Dementia, Learning difficulties or autistic disorder, Mental health, Older people (Aged 65+), People who misuse drugs or alcohol, People with an eating disorder

4.3 Policy Accessibility

Lenus Global understands that people with autism and/or a learning disability may take in and retain information in different ways. To support full understanding and engagement, this policy is available in accessible formats. The ReciteMe tool has various ways of making this policy accessible by providing this policy in:

- Audio
- Large print
- Multiple languages

This policy is also available in:

- Easy-read versions
- Single-policy view to reduce navigation and complexity

The in-built QCS Lyra functionality also enables users to ask questions about this policy and receive a simply worded, yet comprehensive response.

These options are in place to help Lenus Global staff members and Patient, Patients to understand and engage with this policy more easily.

4.4 Complaints

Charlotte McDonald, Charlotte McDonald:

- Will ensure that complaints are received, managed, and acted upon in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 16: Receiving and Acting on Complaints
- Understands the importance of dealing effectively with complaints in a timely manner, as well as acknowledging and acting on Patient, Patient and staff feedback received

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- Recognises that failure to deal with a complaint is a serious matter
- Will acknowledge a complaint and offer a discussion about the handling of the complaint
- Will keep the complainant informed if a response is delayed
- Considers the quality of care provided by putting themselves in the place of the complainant and assessing their expectations for the service
- Reviews services and how they are delivered in relation to complaints and feedback received
- Makes changes where necessary or appropriate to improve services and the Patient, Patient experience
- Monitors outputs from changes and developments as part of a continuous cycle of improvement
- Keeps accurate records and documentation for all complaints and feedback
- Provides access to Patient, Patients for information about how to make a complaint, the complaints process and timescales in appropriate or specific requested accessible formats
- Will comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 20: Duty of Candour, by acting in an open and honest manner when responding to Patient, Patient complaints, including informing them of any notifiable safety incidents, offering an apology, providing clear and timely information, and documenting actions taken

4.5 Charlotte McDonald, Charlotte McDonald will ensure that the complaints process is implemented fairly and transparently, in compliance with the Equality Act 2010, and that no individual is subject to direct or indirect discrimination on the following grounds:

- Age
- Being or becoming a transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion.

4.6 Charlotte McDonald, Charlotte McDonald will protect the Patient, Patient's right to confidentiality by adhering to UK GDPR and the Data Protection Act 2018. They will also ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Patient, Patients who experience difficulties with communication or whose first language is not English. Where relevant Lenus Global will follow the Accessible Information Standard.

Lenus Global staff undertake training on how to manage complaints in line with their roles and responsibilities.

4.7 Charlotte McDonald, Charlotte McDonald will keep a full record of all complaints received, regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution.

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4.8 Roles and Responsibilities

All Staff

It is acknowledged that all staff working within Lenus Global could be presented with Patient, Patients wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this staff will:

- Be trained on induction and as a routine measure to ensure that knowledge is embedded and refreshed around the complaints procedure
- Have access to the complaints procedure
- Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
- Appreciate that any feedback from Patient, Patients or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction
- Be clearly advised that, when presented with a complaint, swift escalation to Charlotte McDonald, Charlotte McDonald and/or senior management is necessary, and purposefully withholding or concealing concerns expressed by Patient, Patients or their representatives could lead to disciplinary action

Management Team at Lenus Global

- Charlotte McDonald, Charlotte McDonald is responsible for ensuring compliance with this policy, for regulations, for improvement planning and having arrangements in place to provide relevant reports and information regarding complaints
- Charlotte McDonald, Charlotte McDonald is the main point of contact for the receipt, investigation and management of complaints within Lenus Global. However, this could be delegated to a senior member of staff who has the experience, knowledge and competence to investigate and manage complaints
- Lenus Global will ensure that the procedure for raising a complaint is accessible

4.9 Seeking Views and Engaging with Patient, Patients

Charlotte McDonald, Charlotte McDonald will seek out opportunities to obtain feedback from Patient, Patients and stakeholders. They will act with sensitivity, integrity and professionalism by treating individuals who do raise a suggestion with compassion, courtesy and respect.

Consent for feedback and opinions will be required for all feedback requested from Patient, Patients. It is the Patient, Patient's right to not participate with workplace ongoing feedback requests. Permission will be sought, alongside full explanations of the aim of feedback requests to ensure that understanding is clear.

4.10 Safeguarding Concerns

Where a complaint or concern is raised that relates to the Patient, Patient being harmed or likely to be harmed, Charlotte McDonald, Charlotte McDonald will follow the Safeguarding Adults Policy and Procedure at Lenus Global. In addition to the complaints procedures, seeking advice and guidance from the City of Westminster. Safeguarding Team and raising a safeguarding notification where required. Charlotte McDonald, Charlotte McDonald will also notify the CQC in line with its statutory duty.

5. Procedure

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5.1 Making the Complaints Process Clear and Accessible

Lenus Global ensures that Patient, Patients are given information on how to make a complaint by:

- Informing them that they can make a complaint about their care and treatment at Lenus Global, in line with Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Displaying clear and accessible information within the building, including posters and notices in waiting and reception areas, in line with the Equality Act 2010 and, where applicable, the Accessible Information Standard, to ensure information is accessible to all Patient, Patients regardless of disability or other protected characteristics
- Providing written information through leaflets, welcome packs, and appointment correspondence
- Ensuring staff are trained to explain the complaints process verbally and reassure Patient, Patients
- Making complaints information available online via the Lenus Global website and Patient, Patient portals
- Offering multiple methods for submitting a complaint, including in person, by phone, email, in writing, or online
- Providing information in accessible formats and offering support where required

A complaint can be received either verbally or in writing and can be made by:

- Patient, Patients
- Someone acting on behalf of the Patient, Patient with their written consent, for example, a relative, advocate or Member of Parliament
- Someone acting on behalf of the Patient, Patient who is unable to represent their own interests provided this does not conflict with the Patient, Patient's right to confidentiality or a previously expressed wish of the Patient, Patient

Patient, Patients are able to submit a complaint to Lenus Global through any of the following methods:

- In person: By speaking with a clinic staff member or Charlotte McDonald, Charlotte McDonald
- By phone: By contacting the clinic during business hours on 07962374992
- In writing: By letter using the following address - Reg. Office: Berkeley Square House, Mayfair, London, W1J 6BD
- By email addressed to Charlotte McDonald, Charlotte McDonald or the designated complaints officer at info@lenusglobal.com
- Online through Lenus Global's website or Patient, Patient portal if relevant

5.2 Receiving a Complaint

Before beginning an investigation, Charlotte McDonald, Charlotte McDonald will assess the seriousness of the complaint. If a complainant does not wish to pursue an issue, Charlotte McDonald, Charlotte McDonald will investigate the issue to identify what led to the complaint so that they can use complaints as part of the learning and improvement cycle to assist in service improvement.

The complainant may be invited to meet with Charlotte McDonald, Charlotte McDonald to discuss the complaint. This may be done face to face, online, or over the telephone if

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appropriate. It is important to establish, at the earliest opportunity, what outcome the complainant expects, and to let the complainant know whether this is a realistic and possible expectation.

When a complaint is made on behalf of a child, Charlotte McDonald, Charlotte McDonald must be satisfied that there are reasonable grounds for the complaint being made by the complainant, rather than the child. Charlotte McDonald, Charlotte McDonald must also be satisfied that the complaint is being made in the best interests of the child. If Charlotte McDonald, Charlotte McDonald is not satisfied that this is the case, written notification of this decision must be sent to the complainant.

Anonymous complaints will be handled in the same manner as named complaints. All complaints will be logged, investigated as appropriate, and any required corrective action will be taken and recorded.

Charlotte McDonald, Charlotte McDonald will support all members of staff involved in the complaints process.

5.3 Complaints Procedure

Step 1

When a complaint is raised, Charlotte McDonald, Charlotte McDonald will make an effort to resolve it to the satisfaction of the complainant within 24 hours.

Step 2

Charlotte McDonald, Charlotte McDonald will apologise for the fact that there was the need to complain in the first instance and explain the complaints process as described in the procedure steps.

Step 3

If the complaint relates to Charlotte McDonald, Charlotte McDonald, the complaint will be referred to the member of staff who is next in line in seniority.

Step 4

Formal acknowledgement of the complaint received (whether verbal or written) will be sent by Charlotte McDonald, Charlotte McDonald (or the next most senior member of staff if relevant) to the complainant within 3 working days to the complainant. This could be via letter or email. Lenus Global will ensure that complaints received out of normal working hours are managed effectively.

The acknowledgement will include:

- An invitation for the Patient, Patient to meet and discuss the complaint with Charlotte McDonald, Charlotte McDonald
- Who will be investigating the complaint
- How the investigation will be handled - the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 days. However, some cases may take longer and the complainant will be made aware of this
- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

Step 5

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Following a full investigation, Charlotte McDonald, Charlotte McDonald will send a response letter to the complainant which will include the following:

- A summary of the issue from the complainant's point of view
- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue clearly and concisely described
- A conclusion, stating clearly whether the issue is "upheld", "partially upheld" or "not upheld", unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
- An apology where the issue is upheld and shortcomings or failings have been found
- The complainant's rights if not satisfied with the outcome
- A signature from Charlotte McDonald, Charlotte McDonald or sent by email in their name

Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Charlotte McDonald, Charlotte McDonald will support the complainant to access further support if required.

5.4 Complaints About Locums, Agency or Temporary Staff

Lenus Global will obtain agreement from temporary staff members for them to participate in the complaints procedure if required, as it is possible that complaints will arise after the temporary member of staff has moved on.

Lenus Global will give temporary members of staff involved in the complaints process every opportunity to respond to complaints if appropriate.

5.5 Vexatious Complaints

Occasionally, Lenus Global may receive complaints that are vexatious in that they cause considerable disruption to the work at Lenus Global, disproportionate cost and time to handle and impact the wellbeing of staff (because of the way the complaint is made or because of its repetitive nature).

Lenus Global will ensure that it meets the requirements of the Equality Act 2010 to make reasonable adjustments for disabled Patient, Patients. In some circumstances, Patient, Patients may have a disability that makes it difficult for them to either express themselves or communicate clearly and/or appropriately. Where there is an indication that this may be the case, Lenus Global will consider the needs and circumstances of the Patient, Patient or complainant in the first instance and use this information to inform any decisions that are made.

Where appropriate, Lenus Global will consider complaints to be vexatious but would not label an individual complainant as vexatious. Even if Lenus Global decides that the Patient, Patient's complaint about the service is vexatious, that does not preclude that person from making a formal complaint. Lenus Global would still consider any such complaints in line with the usual procedures.

To help decide whether a complaint is vexatious, Charlotte McDonald, Charlotte McDonald will consider the full history and context of interactions with the Patient, Patient making the complaint and will look at both the nature of the complaint and the manner in which it is made. The particular issues that will inform a decision will include whether:

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- The primary purpose and/or effect of the complaint is to disturb, disrupt and/or pressurise Lenus Global, its staff or an individual member of staff
- The complaint is otherwise clearly unreasonable

If at any point in the handling of a complaint, a member of staff believes it meets the criteria to be deemed vexatious, it must be referred to Charlotte McDonald, Charlotte McDonald with a summary of why it is thought to be vexatious.

Charlotte McDonald, Charlotte McDonald will consider the complaint, seek external advice if appropriate, and will either declare the complaint as being vexatious, or not. Where a complaint is not deemed to be vexatious, it will be returned to the appropriate point in the complaints handling process.

If a complaint is deemed to be vexatious, Charlotte McDonald, Charlotte McDonald will respond directly to the Patient, Patient explaining why it is thought to be so and explain that the complaint will be closed with no further action. Charlotte McDonald, Charlotte McDonald will also consider if the making of a vexatious complaint also requires the application of a restriction on communication following unreasonable behaviour.

The decision to declare a complaint as vexatious will be recorded in the complaints register for future reference.

Any declaration that refers to the specific complaint being vexatious and any further complaints from the same Patient, Patient will still be considered.

5.6 Complaints Log

This will contain all correspondence from each complaint received including the following:

- Details of the complaint including subject matter, date of receipt and method of receipt
- Date and method of acknowledgement
- Notes from any meetings with the complainant wherever possible agreed with the complainant by countersignature
- Details of any reason for delay where investigations took longer than any agreed response period and evidence of keeping the complainant informed of any delay
- The date the response letter was sent to the complainant
- Dates when the complaint was discussed in internal meetings at Lenus Global
- Changes or developments made in response to the complaint as a result of the complaints investigation, including how and when these were shared
- Learning from the complaint to improve quality of care
- Dates of formal complaints reviews

Where complaints are raised by telephone, the log will include the date and time of the call and the content of the conversation.

Complaints to be shared for learning purposes will be anonymised by removing all identifiable Patient, Patient information or details and information pointing to the identity of the complainant.

Lenus Global will keep the complaints log in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, ensuring all personal and sensitive information is stored securely, accessed only by authorised staff, used solely for managing complaints, and retained only as long as necessary

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5.7 Investigations

All investigations will be managed by using the following approach:

- Investigating the fact
- Assessing evidence
- Reviewing records
- Interviewing those involved

The complaint will be investigated by Charlotte McDonald, Charlotte McDonald, or if the complaint is about them, a member of Lenus Global staff with the knowledge, experience and seniority to undertake the investigation robustly. Confidentiality of information will be considered at all times and staff will adhere to the confidentiality policies and relevant codes of practice.

Appropriate action will be taken without delay to respond to any failures identified by a complaint or the investigation of a complaint.

If an investigation of a complaint results in disciplinary action for staff within Lenus Global, the complaint will continue to its conclusion. The complainant will be informed that the investigation has led to a disciplinary process, but the details of the outcome or ongoing investigation should remain confidential.

Lenus Global conducts investigations impartially and without discrimination, the approach to Patient, Patient's support will remain unchanged in this way and indiscriminate treatment will be provided.

5.8 Unresolved Complaints

There are many bodies that can support, or will need to be informed of, unresolved complaints:

1. Care Quality Commission

The Care Quality Commission will not investigate complaints on behalf of Patient, Patients but does like to be informed of any concerns regarding a care provider, such as poor care that has been seen or experienced. Information given to the CQC will help to prevent others from going through the same experience and can be fed back via:

- Website www.cqc.org.uk
- Email enquiries@cqc.org.uk
- Address: Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
- Tel: 03000 616161,
- Fax: 03000 616171

2. Independent Sector Complaints Adjudication Service (ISCAS)

Patient, Patients have the right to raise a concern about private healthcare (not including dental or eye care) and can do so in the following ways:

- Email: info@iscas.org.uk
- Telephone: 020 7536 6091
- Address: ISCAS, CEDR, 3rd Floor, 100 St. Paul's Churchyard, London, EC4M 8BU

3. Parliamentary and Health Service Ombudsman (For Patient, Patients who are NHS funded)

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Individuals have the right to raise a concern about a service that is NHS funded. This is a free service and individuals can contact via:

- Telephone: 0345 0154033
- Email: phso.enquiries@ombudsman.org.uk
- Website www.ombudsman.org.uk
- Address: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

4. Integrated Care Boards (ICBs)

Individuals can make a complaint about a health service they are receiving or have received and can discuss this with the commissioner of their local ICB service.

5. Professional Bodies

If a complaint involves the serious misconduct of a healthcare professional, their relevant professional body can be informed and this is determined on an individual case basis in discussion with Miss Charlotte Leigh McDonald.

Lenus Global will fully cooperate with any independent review or investigation related to a complaint, providing all relevant information in a timely and transparent manner.

Decisions to raise complaints outside of Lenus Global will be fully respected and the Patient, Patient will be supported to raise their complaint elsewhere or to seek the support of an independent advocate or representative.

5.9 Suggestions

Suggestions can be made verbally, in writing or by emailing Lenus Global and generally are in response to seeking a means of changing things for the better.

- Suggestions are not complaints, but in some circumstances, if they are not considered or actioned, they could lead to a complaint
- When suggestions are raised in meetings or as part of a conversation, these will be documented and then outcomes of such suggestions recorded to show that they have been considered
- Staff will be encouraged to share their suggestions with their manager
- Consideration will be given to implementing a suggestions system to encourage comments from Patient, Patients, staff and visitors

5.10 Compliments

Receiving compliments is an opportunity to celebrate and recognise success. Lenus Global will ensure that:

- All compliments are shared with staff and displayed in public areas to highlight good practice
- Compliments are anonymised or permission is sought before displaying them
- Numbers of compliments received are logged as part of a quality assurance programme

5.11 Audit and Evaluation

Lenus Global will record, monitor, review and analyse all complaints and feedback received about the service as part of continuous improvement cycle to identify and inform performance, effectiveness, quality, safety and trends. Charlotte McDonald, Charlotte McDonald will investigate or explore what has been received and act on the findings that emerge.

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Charlotte McDonald, Charlotte McDonald will:

- Share themes and trends with staff and relevant external stakeholders as required
- Carry out and submit complaints reviews to statutory bodies as required
- Review complaints, compliments and other feedback received, together with the outputs and outcomes from the management process, as a standing agenda item at meetings
- Ensure that staff members are trained to deal with complaints, compliments, suggestion and feedback and that they understand the complaints procedure so that they can advise complainants with accuracy

6. Definitions

6.1 Compliment

- A compliment is an expression of satisfaction about a service the Patient, Patient has received
- Compliments are positive feedback that can be received verbally or in writing and can include expressions of praise, admiration, congratulation and encouragement

6.2 Complaint

- A complaint is an expression of dissatisfaction, disappointment or discontent. This could be in response to an act of omission, decision or act
- Complaints can be made in various ways and include:
 - Verbally
 - Writing
 - Electronically
 - Local feedback channels

6.3 Suggestion

- An idea or plan put forward for consideration, usually to achieve some type of improvement, to solve a problem or introduce positive change for service development

6.4 Written Complaint

- A written complaint is one that is made in writing to any member of staff or is originally made verbally and subsequently recorded in writing. Once it is recorded, a complaint should be treated as though it was made in writing from the outset

6.5 Vexatious Complaint

- A vexatious complaint is one that is pursued, regardless of its merits, solely to harass, annoy or subdue somebody; something that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted

7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

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- Lenus Global will explore and identify themes from all compliments, complaints and other feedback received for the purpose of quality improvement planning. All changes, developments and improvements, some of which will arise from feedback received, will be shared through the communication channels at Lenus Global
- Before an investigation begins, it is important to assess the seriousness of the complaint in order to inform what to do next
- When a complainant does not wish to pursue an issue, Lenus Global will investigate the matter raised in the usual way and take the decision whether to feed back any findings to the complainant on an informal basis
- Staff members will be supported during the investigation of complaints
- Where possible, verbal complaints are resolved to the complainant's satisfaction within 24 hours
- Compliments will be recognised and celebrated
- Receiving complaints and compliments, including other feedback and suggestions, is everyone's responsibility. Therefore, all members of staff must know how to handle any kind of feedback so the person who complained or otherwise fed back understands that there is a process Lenus Global will follow
- The complaints procedure can run simultaneously with a disciplinary or legal procedure where such procedures will not be compromised by the complaints process

8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- There are many ways by which you can provide feedback of any kind or to make a complaint and receive a response from Lenus Global
- You have the right to make a complaint, raise a concern, make a suggestion or give a compliment
- The process for making a complaint or giving any kind of feedback is straightforward. There is a right to anonymity, unless there is consent to share the issues raised or feedback provided wider than the relevant members of staff
- All feedback is explored in order to improve the quality of care and your experience at Lenus Global

Further Reading

Independent Sector Complaints Adjudication Service (ISCAS) - Patients' Guide to Complaints:

https://iscas.cedr.com/wp-content/uploads/2022/03/Patient-guide_final3.pdf

The Patients Association - Improving Complaints:

<https://www.patients-association.org.uk/complaints-management>

**Lenus Global**Reg. Office: Berkeley Square House, Mayfair, London,
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<https://www.gmc-uk.org/about/get-involved/complaints-and-feedback-about-our-service/how-to-raise-complaint>

Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App
- Temporary staff formally agree to participate in complaints investigations that are required after they have left Lenus Global
- Complaints and all other feedback appear as regular agenda items at relevant meetings with learning and proposed developments identified, shared, implemented and reviewed as part of the quality improvement cycle
- Trends in complaints are identified and converted into developments to improve service delivery, keeping the Patient, Patient at the centre
- There is a strong culture at Lenus Global that is focused on resolving complaints within 24 hours wherever possible in order to respond to Patient, Patients' dissatisfaction and to avoid complaints taking up time that could be used more productively and proactively. The complaint will be recorded in the complaints register and processed according to the complaints procedure whether it is dealt with formally or informally
- There is always a member of staff available and designated to receive and deal with complaints, or to respond to Patient, Patients with feedback of any sort, to avoid the dissatisfaction or frustration that can result from leaving Patient, Patients to wait unattended
- Patient, Patients are involved in the complaints handling process and future design of procedures. Their views influence future management decisions
- All complaints are logged, investigated and the outcome is provided for the complainant in a response letter within the agreed timescales and, where there are delays, these are explained and the complainant is kept updated on amended timescales for the final response