

DUS Complaints Policy

Author	Sally Hill Director & Registered Manager	April 2021
Approved	Dr David Hill	April 2021
Distributed to Staff	All Sonographers Clinic Clerks Dr Ajay Pankhania Consultant Radiologist	April 2024
Date of Next Review		April 2027

If you have a complaint or concern about the service that you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a



matter of days or at most a few weeks as this will enable us to establish what happened most easily. If it is not possible to do that, please let us have 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 that this is within 12 months of the incident.

Complaints should be addressed to Sally Hill, Director of DUS.

Alternatively, you may ask for an appointment with Sally Hill in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to Parliamentary and Health Service Ombudsman

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the local Pals, if you feel you cannot raise your complaint with us **or** you are dissatisfied with the result of our investigation.



Diagnostic Ultrasound Services
Oxted Health Centre, 10 Gresham Road
Oxted, Surrey, Rh8 0bq
Tel: 01883 734038
Fax: 0883 713779

Diagnostic Ultrasound Services Complaint Form

Please complete this form & return it to Sally Hill, Ultrasound Manager at Oxted Health centre.

Your Name	
Your Address	
Date of incident causing the complaint	

DIAGNOSTIC ULTRASOUND SERVICES



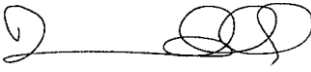
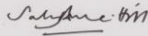
Please tell us about your complaint

Signature

Today's date

DIAGNOSTIC ULTRASOUND SERVICES



Signature:	
Name:	Dr D Hill
Title:	Senior Partner
Organisation:	Oxted Health Centre
NHS.NET Details:	Davidhill1@nhs.net
Date:	01/04/2024
Contact Number:	01883 734000
Signature:	
Name:	Sally Hill
Title:	Director
Organisation:	Diagnostic Ultrasound Services
Date:	01/04/2024
Contact Number:	07811 695651