



women**first**
HEALTHCARE

Policy	Version	Date	Approved by	Changes
Complaints and Compliments	1.0	March 2025	Board of Directors	Initial Policy

Alternative Format

If you require a copy in an accessible format, a language other than English or would like someone to explain it to you, please contact us in writing:

Women First Healthcare LLP, 3 Beaufort Road, Edinburgh, EH9 1AG

Web contact form: www.womenfirsthealthcare.co.uk

Email: enquiries@womenfirsthealthcare.co.uk

Complaints & Compliments Policy

1. Our Commitment

Women First Healthcare LLP is committed to providing high-quality healthcare services to women across Scotland. We value both complaints and compliments as essential feedback that drives continuous improvement.

2. Policy Principles

Our complaints process is guided by the following principles:

- We are committed to ensuring that our complaints policy is accessible to all of our clients
- We are committed to providing a responsive complaint process that addresses client concerns promptly and efficiently
- All complaints are handled with absolute fairness. We approach each concern objectively, without bias or judgement ensuring that every complaint receives equal consideration regardless of circumstances
- Complaint information is handled with sensitivity, care and your confidentiality will be respected at all times
- Complaints are viewed as opportunities to enhance our service
- We always aim to find resolution

3. What is a complaint and who might complain

A complaint is an expression of dissatisfaction or concern about any aspect of Women First Healthcare services, such as client care and treatment. This may include:

- Staff communication and conduct
- Service accessibility
- Appointment management
- Online platform technical aspects
- Administrative processes
- Privacy and confidentiality matters

4. Confidentiality

All complaints will be handled sensitively, informing only those who need to know and in line with any data protection requirements.

5. How to Raise a Complaint

Complaints can be submitted to Women First Healthcare through multiple channels:

- **Online Form:** Available through our website
- **Email:** enquiries@womenfirsthealthcare.co.uk
- **Post:** Complaints Manager, Women First Healthcare, 3 Beaufort Road, Edinburgh, EH9 1AG
- **Telephone:** Please contact us to request this option

For those requiring additional assistance in submitting a complaint, we offer:

- Support – please email request and we will contact you to arrange this
- Alternative format documentation
- Accommodation for authorised representatives acting on a client's behalf

6. What Information to Include

To enable efficient handling of complaints, please:

- Provide contact details
- Provide clear description of issue
- Include incident date and time
- Include names of those involved
- Let us know if you want us to address specific questions
- Share preferred outcome or resolution

7. Our Complaint Resolution Process

<p>Stage 1: Frontline Resolution (5 working days)</p>	<ul style="list-style-type: none"> • Acknowledge complaint receipt within 2 days • Review by appropriate clinician • Aim to resolve complaints within 5 days • Receive response detailing actions and resolution 	
<p>Stage 2: Investigation (20 working days)</p> <p>For more complex complaints or if you are dissatisfied with the Stage 1 outcome</p>	<ul style="list-style-type: none"> • Thorough investigation by senior team member • Progress updates every 10 working days • Comprehensive written response addressing complaint • Specific actions taken or planned for resolution 	<p>If you remain dissatisfied after we have fully investigated your complaint, you may seek an independent review. We will provide guidance on accessing the most appropriate channels for independent review, if needed.</p>
Special Provisions		
<p>Urgent Complaints</p>	<p>Complaints involving immediate clinical client safety concerns receive expedited handling and are escalated to our medical director immediately.</p>	
<p>Anonymous Complaints</p>	<p>Anonymous complaints are reviewed and documented but full investigation may be limited.</p>	<p>Women First Healthcare may be unable to reach a final decision but will use any information or findings for service improvement.</p>
<p>Repetitive Complaints</p>	<p>Repeated complaints that are not upheld will be reviewed by our senior team, who will agree whether further investigation is required. Any decision will be carefully considered, and we will keep a written record which includes our reasoning.</p>	

8. Learning from Complaints

Learning from complaints and feedback is extremely important to the team at Women First Healthcare, as part of our commitment to Quality Improvement our management team reviews complaint data quarterly:

- We identify patterns and systemic issues
- We take action and make service improvements based on learning and insights gathered during complaint investigation
- Staff development opportunities are considered and training needs identified and addressed.
- We publish anonymised complaint statistics and improvement actions annually

9. What is a compliment

Compliments are expressions of praise or appreciation of our clinicians or organisation. They include positive feedback about our service, performance that exceeds expectations or acknowledgement of how our service impacted someone's experience. We value compliments as they help us to identify what matters most and recognise excellence among our team members. Compliments provide valuable insights that complement our continuous improvement efforts to help shape our future service delivery.

10. Compliments may recognise:

- Customer service that went beyond standard expectations
- Clinicians who demonstrated exceptional knowledge, skill or compassion
- Processes or systems that worked particularly well for the individual
- Positive outcomes from engaging with our services.
- Overall satisfaction with the quality of service provided.

You can provide feedback by emailing us, providing it verbally or (if you agree) we will send you a confidential feedback form following your engagement with our service.

11. Contact Information

For questions regarding this policy or our complaints process:

Managing Director – Amanda Howe
enquiries@womenfirsthealthcare.co.uk
