

The Babington Clinic – Complaints Policy (2025)

Effective from: 24/04/25

Last reviewed: 2022

Emma Goldsmith

1. Policy Statement

The Babington Clinic is committed to delivering high-quality, ethical and patient-focused care. We welcome all feedback and take complaints seriously, using them to review and improve our services. This policy outlines how we ensure complaints are handled fairly, confidentially, and in accordance with professional standards, including the Duty of Candor.

2. Purpose

This policy exists to:

- Ensure patients know how to raise a concern or complaint
- Provide a fair, transparent process for investigating complaints
- Promote learning and service improvement based on patient feedback
- Uphold our regulatory duty to be open and honest when things go wrong

3. Scope

This policy applies to all services offered by The Babington Clinic and may be used by:

- Patients receiving treatment at the clinic
- Carers or relatives (with the patient's written consent)
- Other members of the public

4. Definition of a Complaint

A complaint is any expression of dissatisfaction about a service, outcome, process, or interaction with staff. This includes concerns raised informally or formally, whether clinical or administrative.

5. Making a Complaint

We encourage you to raise any concerns as soon as possible—ideally at the time of your appointment or shortly afterwards.

Complaints can be made:

- In person – directly to your treating practitioner
- In writing – by email to emma@thebabingtonclinic.co.uk

or by post to 8 Foundry Barton
Frome
Somerset
BA113HX

If you need help to make a complaint, we will support you.

6. Communication Notice

Please note: We are unable to manage complaints via social media, WhatsApp, text, or similar.

7. Timeframes for Complaints Handling

- Acknowledgement: All complaints will be acknowledged in writing within 3 working days.
- Response: A full written response will be provided within 15 working days. If a delay is unavoidable, we will notify you with an explanation and revised timeframe.

8. Investigation Process

Complaints will be:

1. Logged securely by the Clinic Lead or delegated senior staff member.
2. Investigated thoroughly, including a review of treatment records, staff involved, and relevant documentation.
3. Where appropriate, we may offer a follow-up appointment to discuss concerns face-to-face.
4. A final response will include an explanation, any actions taken, and, where appropriate, an apology.

9. Confidentiality and Data Protection

All complaints are treated in confidence and in line with UK GDPR.

- Information will only be shared with those involved in handling the complaint.
- Complaint records are stored securely and reviewed as part of our internal quality assurance.
- Our named Data Protection Officer (DPO) is Emma Goldsmith.

10. Outcomes and Learning

We are committed to learning from complaints to improve:

- Patient safety
- Communication and processes
- Staff training and clinical governance

All complaint outcomes are reviewed in regular governance and audit cycles.

11. Escalation and External Options

If you are not satisfied with the response received, you may escalate your complaint to:

- The Nursing & Midwifery Council (NMC) – if applicable
- The clinic's professional indemnity insurer (details provided upon request)

12. Review and Version Control

This policy is reviewed annually or sooner if regulations or operational procedures change.