



## Windsor Cardiology Complaints Policy

**Whatever you want to say, your opinions and comments are important to us - good or bad...**

We recognise that there are times when things go wrong. When this happens we want to respond to complaints swiftly and, where we can, try to put things right. We also value complaints for the feedback they provide so that when patients and visitors offer criticism - or praise - we listen carefully. We review all the comments you make and we use that information to improve our services and facilities even further.

### **If you want to complain:**

If you are unhappy with our facilities or service we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise and take positive action where necessary. If you tell us as soon as the problem arises, it can often be sorted out straightaway. In many cases, the person looking after you may be able to solve a day-to-day query. Otherwise, our administration team and management are happy to deal with your feedback.

If you are not completely satisfied you can put your comments in writing. We take all comments and complaints seriously.

We always:

- pass on any praise to the people concerned
- handle complaints in complete confidence
- investigate impartially
- offer a clear and complete explanation

### **Write to us:**

You or your representative (with your consent), can make a complaint by writing to us at

**Windsor Cardiology LLP  
Wexham Park Hall  
Wexham Street  
Stoke Poges  
South Bucks  
SL3 6NB**

You can also email us at [complaints@windsorcardiology.com](mailto:complaints@windsorcardiology.com)

Please include:

- the hospital and department/area where you were treated
- the date on which you had reason to complain

- names of the consultant(s), nurses or other staff who were caring for you, if known
- the type of treatment you received
- details of your complaint
- any further comments that you want to bring to our attention

### **Getting back to you:**

Acknowledgments will be sent within 48 hours of receiving the complaint. We will then reply in full as promptly as we can - usually within 20 working days. If the investigation is still going on after 20 days we will write to explain the delay. In very complex cases, which may take more time, we will send you regular progress reports. We may suggest meeting you to talk through your issues and attempt to resolve them.

You may also wish to share your experience with the Care Quality Commission (CQC). Although they cannot look into complaints about health care or social care services, they would still like to hear from you if you are not happy about the care you receive. This is because they can use this information when they are looking at individual services in England to make sure that they are meeting important standards of quality and safety. To contact the Care Quality Commission call 03000 616161, email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or look at their website: [www.cqc.org.uk](http://www.cqc.org.uk).