

Dr Lesley Haines MB ChB MSc MA MRCPsych
Independent Psychiatrist

A: Shrinkwork
1 Lawson Terrace
Knutton
Newcastle-under-Lyme
ST5 6DS
T: 01785 851607
M: 07545 348413
E: lesley.haines@shrinkwork.co.uk
W: www.shrinkwork.co.uk

Shrinkwork – Complaints Procedure

Dr Haines and Shrinkwork aim to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Shrinkwork, please tell us

If you are unhappy about any aspect of Shrinkwork's service, please speak to the receptionist or Dr Haines. If you are unhappy with an individual in Shrinkwork sometimes it is best to tell her directly. If you feel this is difficult or inappropriate then speak to Dr Haines. Dr Haines is happy to accept texts or e-mails on the above addresses as a substitute for telephone complaints or if you find direct communication difficult.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Dr Haines. If your complaint is about Dr Haines, please write to the secretary, Louise Wright, at the above address. We can receive complaints by letter or email. We treat all complaints seriously.

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Periods of time within which complaints can be made

The periods of time within which a complaint can be made is six months from the date on which the event / incident which is the subject of the complaint occurred, or within six months of finding out that there was something to complain about.

Remedies

When we get things wrong we will act to:

- accept responsibility and apologise
- explain what went wrong and why, and
- put things right by making any changes required
- learn lessons from mistakes and change policies and practices where proportionate and sensible to do so

Third Party Reporting

If you feel anxious about making a complaint yourself, you can always ask someone else (a third party) to do so on your behalf. Third parties may include:

- your solicitor
- professionals such as social workers, community psychiatric nurses, or doctors
- family members or friends

Where a third party is helping, we need written consent from you that you are happy for us to do this. Where we have this authority, we will endeavour to take all possible steps to keep the third party informed of progress regarding the complaint.

We do not need written consent if a MP or elected Councillor is helping a constituent with a complaint, and we can disclose information to them in response to their enquiries.

If after we have responded you are not satisfied, please write to Dr Chandiramani, Director of Emotions Clinic, who will decide on any further steps to resolve the situation.

Although Dr Haines and Dr Chandiramani share premises, they are fully independent and share no other connection.

Dr Chandiramani's address is

Emotions Clinic
1 Lawson Terrace
Knutton
Newcastle-under-Lyme
ST5 6DS

T: 01782 768656

Finally, please also let us know if you are happy with Shrinkwork's services.