

# Complaints Policy and Procedure

## 苦情の受付について

---

日本語要約は 5 ページ目以降をご覧ください。

### Contents

Complaints Resolution Procedure .....	2
If you are not fully satisfied with the outcome.....	2
Stage 1.....	2
Stage 2.....	3
Stage 3.....	3
Complaints Policy.....	4
Complaints Access.....	4
Dr 伊藤クリニック苦情相談窓口（要約版） .....	5

At Dr Ito Clinic, Dr Ito aims to provide an excellent level of service to his patients, however there may be occasions when the patients feel he did not meet their expectations. In such cases, Dr Ito always tries his very best to resolve the situation to the patient's satisfaction.

## **Complaint Resolution Procedure**

If you are unhappy with the facilities or services you have received from this practice or from the doctor looking after you we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with **Dr Takashi Ito or Kayo Koitabashi** in the first instance.

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure which meets with the requirements set out by the Independent Doctors Federation (IDF) for its members and also the Independent Sector Complaints Adjudication Service (ISCAS).

The Complaint Resolution Procedure has three stages and reflects the principles of the ISCAS Code of Practice:

Stage 1 Local resolution within the individual practice

Stage 2 IDF Complaint Resolution Procedure to review the complaint

Stage 3 Independent Adjudication from ISCAS

### **Stage 1**

To start the formal Complaint Resolution Procedure you should write to:

Kayo Koitabashi  
Dr Ito Clinic 96 Harley Street London W1G 7HY

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

The Practice will send you an acknowledgement of your letter within three working days of receipt of the complaint (unless the practice is able to provide you with a full response within five days).

A full response to your complaint will be made within twenty days of the receipt of the complaint. If the investigation is still in progress after twenty days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

### **Stage 2**

If you remain dissatisfied following the final response from the practice, then you can request a review of your complaint, known as Stage 2 by writing to:

IDF CEO

The Medical Society of London  
Lettsom House 11 Chandos St Marylebone London W1G 9EB

The IDF Complaint Resolution Procedure will consider your complaint and will undertake a review of the documentation, any correspondence and the handling of the complaint at Stage 1. The Chief executive Officer will write to you according to the IDF procedures and in any event within twenty days to either confirm the outcome at stage 1 or to offer an alternative resolution.

At this time the IDF will advise you of your right to take the matter further to Independent Adjudication known as ISCAS and stage 3 in these procedures.

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the IDF Complaint Resolution Procedure, unless required to do so by law.

### **Stage 3**

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted.

A complainant should then request the Adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service (ISCAS)  
Care of CEDR - Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street London EC4Y 1EU  
Tel: 0207 536 6091  
Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)

This written request for adjudication must be made within 6 months of the final determination by the IDF at Stage 2. The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from the IDF that Stage 2 has been completed.

The ISCAS Secretariat will notify the IDF of a request for Stage 3 made directly within ten days. The Secretariat will then be the main contact for the complainant once Adjudication is started. A complainant accessing this service will be asked to consent to release of records from the practice and the IDF relevant to the complaint and a report will be made to the complainant, the practice and the IDF.

Additional information for patients about ISCAS can be found at:

<http://www.iscas.org.uk/patients-complaints-process>

### **The Care Quality Commission**

Some healthcare services are required to be registered by the Care Quality Commission (CQC) which regulates Health and Adult Social Care Services. The CQC does not investigate complaints but

considers relevant information about practices providing regulated activities within the terms of the legislation. They can be contacted at:

CQC National Correspondence  
Citygate Gallowgate Newcastle upon Tyne NE1 4PA

IDF – [www.idf.uk.net](http://www.idf.uk.net) ISCAS- [www.iscas.org.uk](http://www.iscas.org.uk) CQC - [www.cqc.org.uk](http://www.cqc.org.uk)

## **Complaints Policy**

- The complaints procedure is known to the contractors / employees (if any at that time) and the contractors / employees are trained to know:
  - What constitutes a complaint
  - What the procedures are for dealing with complaints.
  - those contractors / employees involved in the procedural elements are properly trained
- A register of complaints, including any action taken, is maintained.
- A procedure is in place to enable issues raised in complaint to be learned from in order to improve Dr Ito Clinic's service.

## **Complaints Access**

- If the patients and family members (or their representatives) wish to complain, they will receive appropriate information about how to make a complaint.
- A copy of Dr Ito Clinics' Patient Guide is freely available upon request or it can be downloaded from Dr Ito Clinic website, which outlines the complaint and appeal procedure.
- In case of the third person making complaints on behalf of the patient, Dr Ito Clinic will ask him / her to obtain the patient's permission in writing.
- A complaint will not affect at all the way in which the patient is treated at Dr Ito Clinic regardless of the outcome.
- Dr Ito has a positive outlook to managing complaints and maintaining effective communication with people raising complaints or concerns. Dr Ito will manage any complaint professionally and ensure all matters are investigated.
- Complaints against Dr Ito are investigated impartially. Kayo Koitabashi, General Admin Manager employed by Dr Ito, will be involved in complaints related to general services. Mr Andrew Wilby, an independent compliance advisor, will also review the cases.

## Dr 伊藤クリニック苦情相談窓口（要約版）

This Japanese summary is made for reference purpose only. The English original shall have the effect of the policy and such Japanese translation shall have no effect.

この翻訳文は参考用・抜粋です。原文（英語）との内容に相違・過不足がある場合には、原文の記載事項が優先されます。

### ご意見、ご要望をお寄せいただくには

もし、当院の設備やサービス、医師の診療などにご満足いただけなかった場合には、その問題に迅速に取り組み解決するために、できるだけ早めにお知らせ頂きますようお願い申し上げます。ご意見、ご要望は**伊藤隆医師**あるいは**小坂橋**が承ります。

上記における当院の対応にご満足いただけなかった場合、伊藤医師の所属する Independent Doctors Federation (IDF = 訳：個人開業医連盟)の苦情対応規則にのっとり、書面にて正式にお申し立て頂くことができます。

IDF は、Independent Sector Complaints Adjudication Service (ISCAS = 訳：独立セクター苦情裁定サービス) の会員です。当院への苦情お申し立て方法は、ISCAS のルールにもとづき、下記3つのステージに分かれております。

ステージ1 当クリニック内での問題解決

ステージ2 IDF による審理

ステージ3 ISCAS による裁定

### ステージ1

当院への正式な苦情は、下記の宛先まで書面にてお送りください。

Kayo Koitabashi  
Dr Ito Clinic  
96 Harley Street London W1G 7HY

書面には下記内容をご明記ください。

- ① 今回のお申し立てを行うに至った理由
- ② お申し立ての内容
- ③ 事象の発生した日時
- ④ 今回のお申し立てによって当院にどのようなことを希望されるか

当院は書面を受け取ってから 3 日以内に、受領通知をお送りいたします。ただし、5 日以内に回答が可能な場合には、その回答を持って受け取りの通知とさせていただきます。

当院からの回答は、原則 20 日以内にお送りします。もし 20 日を過ぎても調査を継続する必要がある場合には、遅延理由を含めた通知を行い、結論が出てから 5 日以内に回答させていただきます。どのような場合にも、20 日ごとに回答保留中であることをお知らせする書面をお送りいたします。

## ステージ 2

上記における当院からの最終回答にご納得いただけなかった場合には、IDF による審理を受けることができます。宛先は下記のとおりです。

IDF CEO  
The Medical Society of London  
Lettsom House 11 Chandos St Marylebone London W1G 9EB

IDF の Complaint Resolution Procedure Committee（日本語訳：苦情解決委員会）が患者様のお申し立て内容、当院と患者様のやりとりとステージ 1 における当院の対応について審理します。その上で、チーフ・エグゼクティブ・オフィサーは患者様に対し、ステージ 1 でのクリニックの対応の適切性あるいは別の解決方法についてを記した書面を 20 日以内に送ります。

同時に患者様にはこの後 ISCAS に解決をゆだねる権利があるということもお知らせします。

この一連の手続きにおいて、患者様のお申し立てに関するすべての情報、書面、記録は厳秘扱いとされ、法律で求められる場合を除き、いかなる情報も IDF Complaint Resolution Procedure Committee 以外の第三者に開示されることはございません。

## ステージ 3

このステージは、ステージ 1 と 2 の結果にご了承いただけなかった方のみがアクセス可能となります。書面の宛先は下記のとおりです。

Independent Sector Complaints Adjudication Service (ISCAS)  
Care of CEDR - Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street London EC4Y 1EU

Tel: 0207 536 6091  
Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)

このお申し立ては、ステージ 2 における IDF の最終回答より 6 ヶ月以内に書面にて行われなければなりません。書面には、ステージ 2 の結果に納得できなかった理由をご明記ください。ISCAS 事務局は ステージ 2 の手続きが完了していることを確認したうえで、案件がステージ 3 に進んだ ことを 10 日以内に IDF へ通知します。

この時点で、本案件のメインの窓口は ISCAS 事務局に移ります。

患者様はこのサービスを利用されるにあたり、当院と IDF が今回のお申し立てに関する記録を ISCAS に開示することと、ISCAS が患者様、並びにクリニックと IDF に記録を開示することについて同意を求められます。

ISCAS についての詳細は下記リンクをご確認ください。

<http://www.iscas.org.uk/patients-complaints-process>

なお、ステージ 2 以降の文書やお手続きはすべて英語となります。

### **The Care Quality Commission について**

Care Quality Commission (CQC) は医療機関やケアホームなどを認可し統括する機関です。

当クリニックを含め、医療機関は CQC への登録が義務付けられています。CQC は医療機関に対する個々の苦情案件に直接対応することはございませんが、患者様から寄せられる情報は認可が必要な業務を行うクリニックに対しての考慮対象となります。

CQC National Correspondence  
Citygate Gallowgate Newcastle upon Tyne NE1 4PA

IDF – [www.idf.uk.net](http://www.idf.uk.net)    IHAS - [www.independenthealthcare.org.uk](http://www.independenthealthcare.org.uk)    CQC - [www.cqc.org.uk](http://www.cqc.org.uk)

その他、当院のご意見受付に関する詳細は英語版をご覧ください。お気軽にスタッフまでお問い合わせください。