

BPAS complaints process



What you can expect when you give us feedback, or you lodge a formal complaint:

- we will aim to rectify the issue you raise or explain why a situation has occurred
- we will remain focused on your individual emotional and clinical needs regardless of the nature of your feedback
- we will be accountable, open, and act with integrity
- we will be fair
- we will use your feedback to improve our service
- we will acknowledge formal complaints within 3 working days and adhere to reasonable timeframes to respond

Complaints and feedback policy

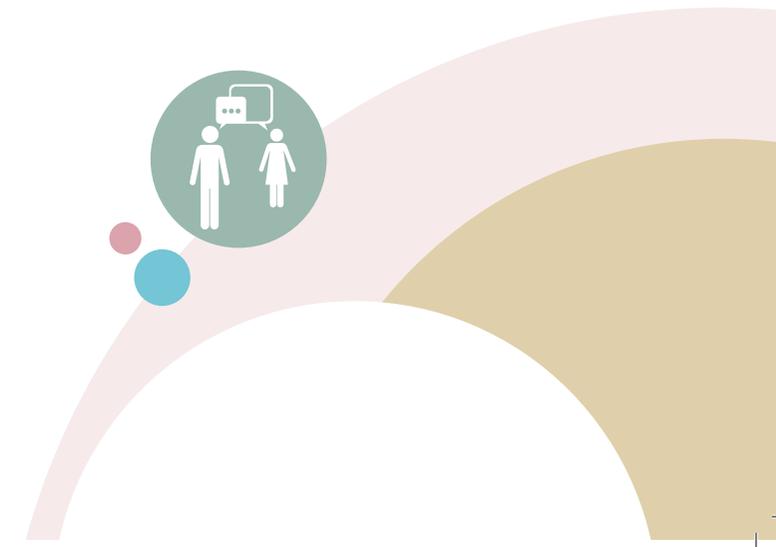
www.bpas.org

Head Office: 20 Timothy's Bridge Road, Stratford Enterprise Park, Stratford-upon-Avon CV37 9BF.
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Registered Charity 289145 as British Pregnancy Advisory Service BPAS is registered and regulated by the Care Quality Commission

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Feedback and complaints are extremely valuable to BPAS as they provide essential information about aspects of our service that can be celebrated or improved upon.

We have a firm commitment to rectify mistakes, and learn from your views to continually develop and improve our services. Information about how to give feedback is available in all clinics, on the BPAS website and in this leaflet.

Feedback can be provided in 3 ways:

- 1 Please discuss your point with a member of BPAS staff, or ask to speak to the clinic manager. If your feedback is negative, this is often the best route to a swift and satisfactory resolution.
- 2 You can complete a Client Satisfaction Survey form, where you can score a range of aspects of service, and leave a suggestion about how we can improve our service to you. You should be given a copy of this before you leave our clinic.

Please place the form in the box provided, or ask for a freepost envelope.

- 3 If neither of these routes is suitable and your feedback is negative, you may also lodge a formal complaint.

Formal complaints are lodged in writing, and the letter must contain your signature. If your authorised representative is writing the letter, it should still be signed by you. All complaints will be considered providing your treatment was within the last 8 years. If your treatment was funded by the NHS you have the right to send your formal complaint to the NHS instead. Our staff can provide you with the relevant contact details.

Your BPAS complaint should be sent to:

Client Engagement Manager
BPAS
20 Timothy's Bridge Road
Stratford Enterprise Park
Stratford-upon-Avon
CV37 9BF
or email: clientservices@bpas.org

Once we receive your complaint and your identity has been verified, we will send an acknowledgement letter within 3 working days.

This acknowledgement will state a deadline by which you can expect a detailed response. This deadline will not exceed 6 months. If the investigation is to exceed 20 days you will receive regular updates, and an assurance that the matter is still in hand.

Our detailed response will include an explanation as to how your complaint has been considered, the conclusions that have been reached, any action that has now been taken, and any changes that have occurred as a result.

If this response does not meet your expectations you have a right to have our response reviewed. In the first instance, this appeal will be conducted by the most appropriate BPAS Director.

A new response will be sent; this new response will include information about how, if you are still not satisfied, you can have your complaint reviewed independently by the Parliamentary and Health Service Ombudsman.

They can be contacted at the following address:

**The Parliamentary and Health Service Ombudsman,
Millbank Tower, Millbank, London, SW1P 4QP**

Compliance

This policy is based on, and fully complies with, the following legislation:

The Local Authority, Social Services and National Health Service Complaints (England) (Amended) Regulations 2009.

It also embodies the principles outlined in the National Patient Safety Agency's 'Being Open' guidance.

