

# Feedback and complaints policy



## Share your appreciation, thoughts, concerns and comments with us.

We use client feedback to evaluate, develop and improve our services. It is important for us to know what we do well, so that we continue to do it right. We also want to know if things are not working quite as they should, so we can improve.

### There are many ways to share your feedback:

- Speak to a member of staff, or ask to speak to the Unit Manager
- Complete an online satisfaction survey (you will be emailed a link if you have agreed that we may do so)
- Contact BPAS' Client Engagement Manager:  
**BPAS Head Office, Orion House, 2 Athena Drive,  
Tachbrook Park, Leamington Spa, CV34 6RQ**  
**Email: [clientservices@bpas.org](mailto:clientservices@bpas.org)**  
**Telephone: 0345 365 5050**
- Rate your experience via NHS Choices:  
[www.nhs.uk](http://www.nhs.uk)

We aim to resolve your concerns and learn from your experience. But if you don't feel that it is enough to provide feedback, you could make a complaint.

Talk to the Unit Manager first, to find out if we can offer an immediate solution.

If you are still unhappy after speaking with the Unit Manager (or if you don't wish to speak with them), you can make a formal complaint.



## Making a formal complaint

### Who can complain?

Anyone can complain about their own personal treatment experience, or the care we provided to a friend or family member. However, BPAS must protect client confidentiality and will not share information with relatives or friends without first obtaining the permission of our client.

To give us the best opportunity to fully investigate your complaint, it should be made within 12 months of the incident or as soon as you become aware. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

### How do I make a formal complaint?

Write to BPAS' Client Engagement Manager:

**BPAS Head Office, Orion House, 2 Athena Drive,  
Tachbrook Park, Leamington Spa, CV34 6RQ**

Or email to:

**[clientservices@bpas.org](mailto:clientservices@bpas.org)**

If it is difficult for you to make a written complaint, you can make a verbal statement. This would be typed up and sent to you to confirm it is an accurate record (by signing and returning it).

Telephone: **0345 365 5050** for assistance.



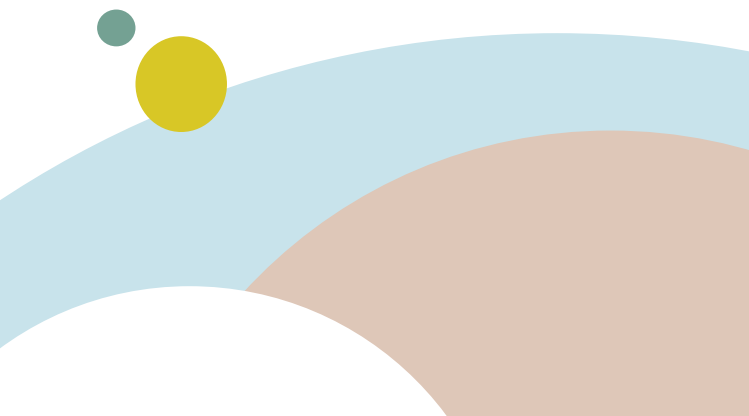
## What to expect if you submit a formal complaint

Our commitment to you:

- We aim to resolve the issue you raise or explain why the situation occurred
- We will focus on your individual emotional and clinical needs, regardless of the nature of your feedback
- We will be fair, accountable, open, and act with integrity

### Formal complaints process

- 1 Once your identity has been checked, we acknowledge your complaint within 3 working days.
- 2 We can discuss your expectations and desired outcome and support you throughout the process.
- 3 We conduct a thorough investigation into your concerns.
- 4 We provide a full response to most complaints within 20 working days. If we can't keep to this timeframe you will receive updates and an explanation why there is a delay.
- 5 Our detailed response to you will explain how your complaint was considered, and the conclusions we reached. It also includes details of any action taken and changes made as a result of your feedback.



## The outcome of your complaint

### **If you are satisfied with our response:**

We close your case and use your feedback to evaluate our services.

### **If you are unhappy with the outcome of your complaint:**

It can be reviewed by an appropriate BPAS Director and a new response will be sent to you.

### **If you are still not satisfied:**

- NHS funded clients can refer the matter to the Parliamentary and Health Service Ombudsman.  
Millbank Tower, Millbank, London SW1P 4QP  
Telephone 0345 0154 033
- Private clients can refer the matter to the Independent Sector Complaints Adjudication Service.  
70 Fleet Street, London, EC4 1EU. Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)  
Telephone 0207 536 6091
- Welsh clients can refer the matter to the Public Services Ombudsman for Wales.  
1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ  
Telephone 0300 790 0203

## Who can help you make a complaint?

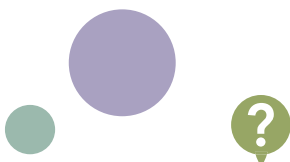
### **If your treatment was self-funded:**

Citizens Advice may offer information and advice on how to make a complaint [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **If your treatment was NHS funded:**

You could make a formal complaint to your local Clinical Commissioning Group. Contact details can be found at [www.nhs.uk](http://www.nhs.uk) (or ask a BPAS staff member).

Your local Healthwatch offers free independent information or advice too. [www.healthwatch.co.uk](http://www.healthwatch.co.uk)  
email: [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)  
or telephone: 0300 68 3000



“Thank you very much for dealing with my complaint and in such quick time scale too. I am very satisfied with the results and accept your apologies”

**[www.bpas.org](http://www.bpas.org)**

Head Office: Orion House, 2 Athena Drive, Tachbrook Park,  
Leamington Spa, CV34 6RQ

T: 0345 365 50 50 or +44 (0)1789 508 211

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PRI-COM-187

January 2023