



## Customers Complaints Guide

We recognise that there are times when things go wrong. When this happens we want to respond to our complaints quickly and, where we can, try to put things right. We also value complaints for the feedback they provide so 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.

Your opinions and comments are import to MASTA -  
Whether good or bad

### What to do if you have a complaint

If you are unhappy with our service or facilities we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise if needed 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 nurse looking after you may be able to solve a day-to-day query. Otherwise, the Head of Clinical Standards, Operations Manager, Customer Service Manager or Clinic Manager will be happy to help.

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

### Our Customer commitments are underpinned by our ICARE Values:

**Integrity** – We are professional and do the right thing for you.

**Customer first** – What's import to you, matters to us.

**Accountability** – We are dedicated to delivering on our promises to you.

**Respect** – We will treat you with consideration, care and respect.

**Excellence** – You can count on our knowledge and expertise.

### Write to us

The clinic manager is responsible for the day to day running of the clinic, if it is something that can be attended to promptly they will be the best person to speak

with whilst you are in clinic. You or your representative (with consent), can make a complaint by emailing us at [complaints@masta.org](mailto:complaints@masta.org) stating:

- The clinic/Pharmacy where you were treated.
- The date on which you had reason to complain.
- Name of the staff treating you, if known.
- Your full name and date of birth or ID number if known.
- Details of your complaint.

Once we have received your complaint you will receive a holding letter, which will let you know we have received your complaint, and the date we will get back to you by, if we can resolve your complaint sooner we will do, however it can take longer if a member of staff is on leave or days off, but the maximum time will be 20 working days.

The next communication you will receive will be a full investigation report and an outcome whether your complaint has been upheld or not.

In the event that you are not happy with the outcome you can escalate your complaint, you will receive a further holding letter stating who the complaint has been allocated to and when they will respond to you by, this will be in 15 days.

Your escalated complaint will be allocated to another MASTA manager who will further review and question those involved if necessary.

Following the review of the escalated claim you will receive a further investigation letter and your complaint will be upheld or not, this will be MASTA's final response letter.

If at this stage you will be able to take your complaint outside of MASTA. You may wish to raise with our regulators the Care Quality Commission, however they are not a complaint adjudicators but will simply ensure that the correct steps have been taken in your complaint.

Care Quality Commission contact details:

Telephone: 03000 616161

Fax: 03000 616171

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)