

## Patient Information Leaflet – How to Make a Complaint

At Herts & Essex Fertility Centre, we are committed to providing safe, compassionate, and high-quality medical care to all patients. We recognise that there may occasionally be concerns about the care, treatment, communication, or service you have received. We value all patient feedback, including compliments, satisfaction surveys, concerns, and complaints, as these help us identify what we are doing well and where improvements can be made.

We have a formal complaint process to ensure concerns are taken seriously, investigated fairly, and used to improve our services. Patients should not feel reluctant to raise a complaint, as complaints are an important part of improving patient care and preventing similar issues from affecting others in the future.

This leaflet explains how to make a complaint and what you can expect from the process. Our complaints procedure is guided by the Independent sector complaints adjudication service ([ISCAS\) Code of Practice for Complaints Management](#).

### What Should You Do First?

We encourage patients to raise concerns promptly with the staff member involved, their consultant, nurse, or another senior member of the team, as many issues can often be resolved quickly and informally. However, if you remain dissatisfied or wish to make a formal complaint, you may do so through the complaints process outlined below.

### How to Make a Formal Complaint

Complaints may be made verbally or in writing and should include your personal details, a clear description of the complaint, relevant dates or staff involved, your preferred outcome, and your contact information. Complaints should normally be raised within six months of the incident or within six months of becoming aware that there was cause for complain

### Contact Details

#### Complaints Manager

Sorrah R-Jones

Email: [Sorrah.R-Jones@hertsandessexfertility.com](mailto:Sorrah.R-Jones@hertsandessexfertility.com)

Telephone: 01992 78 50 60

#### You may submit your complaint:

By email

By letter

In person

By telephone

If you require assistance making your complaint, please let us know and we will do our best to support you.

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## What Happens After You Make a Complaint?

### Acknowledgement

We will acknowledge your complaint promptly, usually within 3 working days of receipt. The acknowledgement will confirm that your complaint has been received, explain how it will be handled, identify the person managing the complaint, and provide an expected timescale for response.

### Investigation

Your complaint will be investigated thoroughly, fairly, and confidentially. This may include reviewing medical records, speaking with staff involved, reviewing relevant policies and procedures, and obtaining expert clinical input where appropriate. Complaints are investigated openly and honestly while respecting confidentiality. Making a complaint will not adversely affect your current or future treatment.

### Response

We aim to provide a full written response within 20 working days whenever possible. If the investigation takes longer, we will keep you informed of progress and revised timescales.

Our response will summarise your complaint, outline the investigation findings, state whether the complaint has been upheld, include an apology where appropriate, describe any actions or learning identified, and explain further steps if you remain dissatisfied.

### If You Remain Dissatisfied

We hope that most complaints can be resolved locally through discussion and investigation. However, if you remain dissatisfied after receiving our final response, you may request an independent external review through the Independent Sector Complaints Adjudication Service (ISCAS) <https://iscas.cedr.com>

### Independent External Review

#### [Independent Sector Complaints Adjudication Service \(ISCAS\)](#)

ISCAS provides an independent review process for complaints relating to independent healthcare services.

Requests for independent adjudication should normally be made within 6 months of receiving the final response to your complaint.

### Confidentiality

All complaints are handled confidentially and in line with data protection legislation and professional standards. Complaint records are kept separately from clinical records where possible and are only shared with staff involved in the investigation.

### Equality and Accessibility

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We are committed to ensuring that all patients can access the complaints process fairly and without discrimination.

If you require translation services, assistance with writing your complaint, accessible formats, or additional support due to disability or communication needs, please let us know and we will do our best to accommodate you.

### **Learning from Complaints**

At Herts & Essex Fertility Centre, we view complaints as an opportunity to improve patient care and service quality.

Complaints are reviewed through our clinical governance and quality improvement processes to identify learning, improve services, enhance patient safety, and support staff training and policy development.

Your feedback helps us improve care for all patients. We are committed to listening, responding appropriately, and learning from patient experiences.

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