

Patient Complaints Process

We are committed to providing the highest standard of care. If you have any concerns or complaints, we want to hear from you so we can resolve the issue and improve our service.

Who to Contact

If you wish to make a written complaint, please speak to the complaints officer:

Gillian Bird – General Manager and Complaints Officer – Gill@acornandrology.co.uk

Talk to us or contact the complaints officer with your Patient Number and the date of the issue (DD/MM/YYYY) when submitting.

How to Make a Complaint

Verbal Complaints

Can be made face-to-face or by phone.

- Verbal complaints are less formal.
- If you raise a complaint directly with a member of staff, they will escalate it to the General Manager.
- We may offer you a face-to-face meeting or a resolution by email.

Written Complaints

Written complaints are treated more formally. Here's how they are handled:

1. A member of staff or the General Manager will confirm they have received your complaint via email or letter.
2. You will receive an acknowledgment within 3 working days.
3. We will request your permission to investigate the matter.
4. You may be invited to a face-to-face meeting, or you may receive a response via email or letter within 25 working days.
5. Complaints must be submitted by the patient only. Partners or family members cannot submit a complaint on your behalf.

How We Manage Complaints

- All complaints are logged on our electronic Quality Management System (eQMS).
- We ensure confidentiality and fairness in every case.
- A staff member not directly involved in your care will be assigned to investigate where appropriate.
- All related documents will be stored securely within the eQMS.

We appreciate your feedback – it helps us to provide a better service.

Thank you for helping us improve.