



Information for clinic users on Well Travelled Clinics Complaints Procedure

**If you would like a copy of
this leaflet in larger print,
please ask at our reception
desk**

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Well Travelled Clinics (WTC) are committed to providing the highest standards of clinically effective care, in a manner which respects your dignity, privacy and individuality. We expect our staff to:

- Listen
- Be polite and respectful
- Smile
- Work as a team

We treat thousands of people each year, the vast majority of whom are very satisfied with the service they receive, however, we realise that we may not always get things right. On these occasions we welcome your comments, as they will help us to improve the services we provide. This leaflet will guide you through our complaint's procedure.

Q. How do I complain?

A. If you wish to make a complaint, please speak to a member of staff who will be happy to try and resolve your complaint for you there and then. The member of staff can also get a member of the management team for you to speak to if you would prefer.

Q. Do I have to put my complaint in writing?

A. No, we take all verbal complaints seriously and will always try and resolve your complaint for you immediately, but if we can't, or if you would prefer to put your complaint in writing, you should write to:

Mrs Sheila Donegan, Administration Manager, Well Travelled Clinics, Pembroke Place, Liverpool, L3 5QA.

Tel: 0151 705 3223 Email: tropshop@lstmed.ac.uk

We will then carry out an investigation into your complaint.

Q. If I raise concerns or make a complaint will this affect my future care?

A. Absolutely not. Please be assured that we welcome feedback from our service users. No details or correspondence of any complaint will be placed on your patient record.

Complaint files are stored away from the clinical areas, and we take seriously and deal firmly with any member of staff who discriminates against a patient because of them having made a complaint.

Q. Can I complain on behalf of someone else?

A. A relative or a friend can make a complaint on a patient's behalf, but as we have a duty of confidentiality, we must have the patient's permission before we can respond to a third party.

Q. How quickly will my complaint be investigated?

A. We will acknowledge your complaint within 5 working days. We will investigate your concerns thoroughly and fairly and will ensure that your complaint is answered within 20 working days. We will apologise where necessary and tell you what we will do to stop the same thing occurring again. If we cannot reply to you within the agreed time frame, we will keep you informed of our progress and the reason for the delay.

Q. What if I am still not satisfied?

A. If you remain dissatisfied, you can complain to the company's Managing Director, explaining the reasons why you are not satisfied with our response. We can then investigate further or suggest a meeting to try to resolve any outstanding issues.

Ms Philippa Tubb, Managing Director, Well Travelled Clinics Ltd, Pembroke Place, Liverpool, L3 5QA.

If you feel still your complaint is unresolved after the response from the WTC Managing Director, you may write to the Director of LSTM, explaining why you are still dissatisfied.

Prof D Laloo, Director, Liverpool School of Tropical Medicine, Pembroke Place, Liverpool L3 5QA.

If you need help or support making a complaint, you can contact Citizens Advice: <https://www.citizensadvice.org.uk/>