DOLAN'S PODIATRY

Complaints and Patient Concerns Policy

Practitioner: Michelle Dolan
HCPC Registered Chiropodist/Podiatrist – CH34864
Policy date: 5 October 2026
Review date: 5 October 2027
Version: 1.0

1. Purpose

Dolan's Podiatry welcomes feedback and takes concerns seriously.

Patients have the right to raise concerns about their care, treatment, communication, fees, appointments, privacy or any other aspect of the service.

The aim is to resolve concerns promptly, fairly and respectfully wherever possible.

2. Raising a concern

Patients may raise a concern:

By telephone or text: 07494 196065
By email: michelledolan@outlook.com
In writing: Dolan's Podiatry, Michelle Dolan, HCPC Registered Chiropodist/Podiatrist.

Patients may also raise a concern verbally during an appointment.

3. Informal resolution

Where appropriate, I will try to resolve concerns promptly and informally.

This may involve:

- listening to the patient's concerns;
- clarifying what happened;
- explaining the clinical reasoning behind a decision;
- correcting an error where possible;
- arranging appropriate follow-up;
- apologising where an apology is appropriate.

An apology or explanation does not necessarily mean that treatment was negligent or inappropriate.

4. Formal complaints

If a patient wishes to make a formal complaint, they should provide details of:

- what happened;
- when it happened;
- what they are concerned about;
- what outcome they are seeking.

I will acknowledge the complaint as soon as reasonably practicable and normally within **5 working days**.

I will investigate the complaint fairly and review relevant records.

A written response will normally be provided within **20 working days**, where reasonably practicable.

If more time is required because of the complexity of the complaint, I will explain the reason for the delay and provide an expected timescale.

5. Investigation

I will:

- consider the complaint objectively;
- review relevant clinical records;
- consider information provided by the patient;
- identify any relevant policies or procedures;
- consider whether any patient-safety issue exists;
- identify appropriate remedial action;
- keep a record of the investigation and outcome.

6. Clinical incidents

Where a complaint raises a possible clinical safety issue, I will consider whether further action is required, including:

- contacting the patient's GP or another healthcare professional where appropriate;
- providing further clinical assessment;
- notifying my professional indemnity insurer;
- reporting a serious incident where required;
- reviewing my practice.

7. Safeguarding

If a complaint or concern raises a safeguarding issue, the safeguarding procedure will take priority where necessary.

8. Confidentiality

Complaints will be handled confidentially.

Information will only be shared where necessary and lawful.

9. Patient support

Patients may choose to have another person assist them with making a complaint.

Reasonable adjustments will be considered for patients who require additional support with communication or accessibility.

10. External escalation

Patients who remain dissatisfied may seek independent advice or raise concerns with the appropriate external organisation.

Concerns about a registered podiatrist's professional conduct or fitness to practise may be raised with the **Health and Care Professions Council (HCPC)**.

Information about the HCPC complaints/fitness-to-practise process is available from the HCPC.

11. Learning from complaints

Complaints and significant concerns will be reviewed for learning.

Where appropriate, I will:

- change a procedure;
- undertake additional CPD;
- review patient information;
- alter clinical arrangements;
- update a policy.

12. Review

This policy will be reviewed annually or following a significant complaint or change in relevant requirements.

Signed: _____
Date: _____