



Doctors of the World UK – Complaints Policy

Doctors of the World UK – Complaints

If you would like to make a complaint about the service you have received at Doctors of the World, we would like to support you in doing that.

If you require this document in a language other than English, we will be happy to arrange that for you.

Who can complain

- Any user of the service
- Someone acting on behalf of a user of the service (written consent from the service user will be required before a response can be shared)
- The parent/guardian of a child (someone under 18)
- Where someone has died, the complaint may be made by the named next of kin or by a person nominated by the named next of kin.
- In other circumstances where the complainant may have difficulty complaining on their own behalf or have other requirements e.g. vulnerable children and adults, or people with mental health difficulties, people who require translation support, the Director of Programmes will review each situation in light of current legal requirements and good practice offer help and support to a complainant as appropriate.

How to complain

If you wish to complain about the care and service provided by Doctors of the World UK, please fill in the following form and give it to a member of staff or send it to the Doctors of the World UK's office (DOTW UK, The People's Place 80-92 High Street E15 2NE).

Alternatively, you can email clinic@doctorsoftheworld.org.uk.

Making a complaint will not affect the level of care you receive.

It is not possible to make a complaint anonymously. You can provide other feedback anonymously through our general feedback system (a feedback form is available in the clinic). On receipt of a formal complaint the appropriate manager will record receipt of the complaint, acknowledge a written complaint within five working days of receipt, and give a brief indication of the process and the anticipated time for response. The manager will investigate the complaint and provide a written response within 28 days with an offer to meet/discuss on the telephone if appropriate.

Unresolved complaints

If the complaint is not resolved following a written response and/or a meeting it will be escalated to a board member (the Clinic Lead Trustee) who will conduct a secondary investigation.

If you are not satisfied with this response, the complaint will be passed to the President of the Board.

You will receive a final letter setting out the result of any practice investigations

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

- The Charity Commission
- The Charity Commission will investigate only if the charity or the people the charity was set up to help will come to harm.

COMPLAINT FORM

Patient Full Name:

Date of Birth:

Address:

Phone number:

Email address:

Please circle how would you prefer to be contacted:

Email

Phone

Post

Complaint details: (Include dates, times, and names of people involved, if known)

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What actions would you like Doctors of the World to take?

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SIGNED..... Print name..... (Continue overleaf if necessary)

For DOTW internal use only

Name of DOTW staff member receiving form: _____

Date form received: _____

Date passed to appropriate manager: _____

Acknowledgement sent to service user (date): _____

Date final letter sent to service user: _____