

Complaints Procedure

If you have a complaint or concern about the service that you have received from myself, please let me know. I operate a practice complaints procedure that meets recognised criteria in ensuring that you are able to communicate any concerns regarding your treatment and the way in which you are cared for.

How to Complain

I hope that most issues can be sorted out easily and quickly, often at the time they arise. I am always available by phone or by email for any questions or concerns about your treatment, appointments, or on-going management of your health.

If your questions or concerns cannot be addressed in this way and you wish to make a formal complaint, please let me know as soon as possible, because this will enable me to establish what happened more easily. If it is not possible to do this, please let me have details of your complaint -

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident

Where at all possible, all complaints should be in writing and be addressed in the first instance to Dr Stephen Gascoigne - see contact details below.

When telling me about your concerns, it will be of great help if you are as specific as possible about your complaint, by giving times, dates, places, events that occurred etc.

What I Will Do

I will acknowledge your complaint within 2 working days of its receipt and aim to have looked into the situation within a further 10 working days. I will then be able to offer you an explanation.

When I look into your complaint, I will aim to -

- Find out what happened and what went wrong
- Make sure you receive an apology, where this is appropriate
- Identify what I can do to make sure the problem does not happen again

If my response to your complaint does not resolve your question or concern, I will undertake to review the whole process. It would then be possible to meet with a mutually agreed third party to resolve any outstanding issues.

Complaining of behalf of someone else

Please note that I follow strict rules regarding medical confidentiality. If you are complaining on behalf of someone else, I have to know that you have their permission to

do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Contact Details

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