

# Midlands Women's Health: Complaints Procedure

We aim to provide exceptional, patient-centred care. If you feel we have fallen short of the high standards we set for ourselves, we want to hear from you so we can put it right.

## Stage 1: Local Resolution

Most concerns can be resolved quickly by speaking directly with the staff involved in your care.

- **How to Complain:** Please submit your complaint in writing to the Clinic Manager.
  - **Email:** [enquiries@midlandswomenshealth.co.uk](mailto:enquiries@midlandswomenshealth.co.uk)
  - **Post:** Midlands Women's Health, Kat & Co, 20 Calthorpe Road, Edgbaston, Birmingham, B15 1RP.
- **Acknowledge:** We will acknowledge your complaint within **3 working days**.
- **Investigation:** A thorough investigation will be conducted by the relevant department head.
- **Response:** You will receive a full written response within **20 working days**. If the investigation requires more time, we will update you on the progress.

## Stage 2: Internal Review

If you are not satisfied with the outcome of Stage 1, you may request an internal review.

- **Process:** Your complaint will be escalated to a Director or a Senior Consultant who was not involved in the initial investigation.
- **Request:** You must request this review within **6 months** of receiving the Stage 1 response.
- **Face to Face Meeting:** Part of this process will include a face to face meeting to discuss your concerns.
- **Outcome:** We will review the initial findings and provide a final internal decision within **20 working days**.

## Stage 3: Independent Adjudication (ISCAS)

As a private provider, if you remain dissatisfied after Stages 1 and 2, you have the right to an independent external review. Midlands Women's Health follows the **ISCAS Code of Practice**.

- **Contact ISCAS:** You must contact them within **6 months** of our final Stage 2 response.
  - **Website:** [iscas.cedr.com](http://iscas.cedr.com)
  - **Email:** [info@iscas.org.uk](mailto:info@iscas.org.uk)

- **Address:** ISCAS, 100 St. Paul's Churchyard, London, EC4M 8BU.
  - **Adjudication:** An independent adjudicator will review the case. Their decision is final and binding on the clinic.
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### Important Information for Patients

- **Confidentiality:** All complaints are handled in the strictest confidence. Filing a complaint will **not** adversely affect your future care or treatment at our clinic.
  - **Advocacy:** If you need help writing your complaint, you can contact **Citizens Advice** or a patient advocacy service.
  - **CQC:** While the **Care Quality Commission (CQC)** does not investigate individual complaints, they do monitor how clinics handle them. You can contact them at [cqc.org.uk](http://cqc.org.uk) if you have concerns about the safety or quality of a service.
  - **Kat & Co:** Midlands Women's Health works under practicing privileges with Kat & Co. The provider ID is 1-101634421
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### Clinic Contact Details:

- **Phone:** 0121 368 9200
- **E-mail:** [enquiries@midlandswomenshealth.co.uk](mailto:enquiries@midlandswomenshealth.co.uk)
- **Address:** 20 Calthorpe Road, Edgbaston, Birmingham, B15 1RP