

If you need help or support making a complaint, you can contact Citizens Advice:

<https://www.citizensadvice.org.uk/>

You can give feedback on care on the Care Quality Commission website (This is different from making a formal complaint)

<https://www.cqc.org.uk/give-feedback-on-care>



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
- Deliver a great service
- 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, sometimes we may get things wrong. On these occasions we welcome your comments, as they will help us to improve the services we provide.

Q. How do I complain?

A. If you wish to make a complaint about your experience with WTC, 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.

If you wish to raise a complaint related to any of the NHS clinic services that we operate on behalf of the Royal Liverpool University Hospital, you will need to raise this via the NHS complaints system by contacting the Patient Advice and Complaints Team (PACT):

<https://www.uhliverpool.nhs.uk/contact-us/patient-advice-and-complaints-team>

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:

Mr Graham Hughes, Operational Services 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. No. Please be assured that we welcome feedback from our service users. No correspondence related to your complaint will be placed on your patient record, and we take seriously any discrimination by staff against a client 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 wherever possible, 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 remain dissatisfied after the response from the WTC Managing Director, you may write to the Chief Operating Officer at the Liverpool School of Tropical Medicine (LSTM):

Ms Joanne Clague, Chief Operating Officer, LSTM, Pembroke Place, Liverpool, L3 5QA.