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Patient Complaint Policy – Psychiatrist for Children

At *Psychiatrist for Children*, we are dedicated to delivering high-quality care in a compassionate and respectful environment. However, we recognise that concerns may occasionally arise. Your feedback is important to us, and we are committed to resolving any issues promptly and fairly.

To ensure your concerns are addressed appropriately, please follow the steps below:

Complaint Procedure

Step 1: Raising a Concern Directly

Most concerns can be resolved quickly and informally.

- You can raise your concern directly with your psychiatrist
- We will listen carefully, clarify any issues, and aim to resolve the matter immediately where possible.

If you prefer, you may also contact us directly by email.

We will acknowledge your concern within **3 working days** and aim to provide a full written response within **20 working days**.

Step 2: Independent Review via ISCAS

If you remain dissatisfied after raising your concern with us, you have the right to refer your complaint to the **Independent Sector Complaints Adjudication Service (ISCAS)**.

ISCAS provides an independent adjudication service for patients who have completed the complaints process with their private healthcare provider.

ISCAS contact details:

- **Website:** https://iscas.cedr.com
- **Email:** info@iscas.org.uk
- **Telephone:** 020 7536 6091
- **Post:** ISCAS, 70 Fleet Street, London, EC4Y 1EU

- We take all complaints seriously and view them as an opportunity to improve our service. Thank you for helping us maintain high standards of care.

Policy Lead: Dr Nima Leffler

Signed: 