



Complaints Policy Manchester Menopause Hive Ltd.

At Manchester Menopause Hive, we value our patients' feedback and strive to ensure the highest quality of care and service. We are committed to handling complaints in a fair, transparent, and efficient manner. This policy outlines the procedures and principles that govern our complaints management process.

We also have an 'easy read complaints guide' available here:
[MMH Easy Read Complaints Guide 2025.docx](#)

Definition of a Complaint:

A complaint at Manchester Menopause Hive refers to any communication involving our services that requires an investigation and formal response.

A complaint which is made orally and is resolved with 24hours will be recorded as locally resolved in the Complaints Register.

Information and guidance are available on how to complain and accessible to everyone who uses our clinic.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

This policy is in compliance with:
<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-16-receiving-acting-complaints>

COMPLAINTS POLICY



Responsibilities

The registered manager (Dr Rachael Chrystal) is responsible for following through complaints for the company. All complaints are reviewed at the Practice Meetings.

Aims of The Policy

The aims of this policy and procedure is that complaints made by our patients or their representatives are listened to and acted upon effectively by:

- (a) having systems in place to deal with comments and complaints, including providing patients who use services with information about that system.
- (b) supporting patients who use the services and their nominated representatives to make comments or complaints.
- (c) considering fully, responding appropriately and resolving, where possible, any comments or complaints.

Our aim is to give our patients the highest possible standard of service and we try to deal with all the complaints as quickly as possible

Patients are asked that in the event of any complaint, to speak or write to the practice manager.

Patient/s who require further advice regarding the complaints process will be supported by us.

Timescales for Handling and Investigating Complaints

We shall acknowledge complaints within 2 working days and aim to have considered the complaint closed within 20 days of the date when it was raised, subject to no barriers in completing the investigations.

A full response will be made within 20 working days of receipt of the complaint (if this not possible due to the complexity of the issues involved, a letter explaining the reason for the delay will be sent to the complainant and a full response will be made within 5 working days of the conclusion of the process).

We shall offer an explanation, or a meeting as appropriate.



Our Investigation Processes

Any complaint received will be investigated and necessary and proportionate action be taken in response to any failure identified by the complaint or investigation.

We operate an effective and accessible system for identifying, receiving, recording, handling and responding to complaints by our patients and other persons in relation to the carrying on of the regulated activity.

We ensure our patients are able to make a complaint to any member of staff, either verbally or in writing

All staff are trained on how to respond when they receive a complaint.

Unless they are anonymous, all complaints should be acknowledged whether they are written or verbal.

If the complaint is resolved verbally then the outcome of the complaint should be communicated to the complainant. There should be agreement with the complainant as to how they wish to receive communication regarding the complaint.

If the suggested plan of action is not acceptable to the complainant or the patient, then the member of staff or the registered manager will ask the complainant to put their complaint in writing. The complainant should be given a copy of Manchester Menopause Hive's complaints procedure if they do not already have one.

Details of all complaints must be recorded in the Complaints Register and the patient's file.

If the complaint raises potentially serious matters, advice may be sought from a legal advisor. If legal action is taken at this stage, any investigation by Manchester Menopause Hive under the complaints procedure immediately ceases.

Complainants will not be discriminated against or victimised. In particular, people's care and treatment will not be affected if they make a complaint, or if somebody complains on their behalf. We will use this as an opportunity for improvement and lessons learnt.

When we consider a complaint, we shall aim to:

- o Find out what happened and what went wrong
- o Make it possible for the complainant to discuss the problem with those concerned



- o Make sure the complainant receives an apology where appropriate
- o Identify what we can do to make sure the problem doesn't happen again

At the end of the investigation, the complaint will be discussed with the complainant in detail, either in person or in writing.

Meetings:

If a meeting is arranged, the complainant will be advised that they may if they would wish to bring a friend or relative or a representative such as an advocate.

At the meeting a detailed explanation of the results of the investigation will be given and an apology if it is deemed appropriate. An apology need not be an admission of liability.

Such a meeting gives the company management the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Follow-up action:

After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This includes details of how to approach the Care Quality Commission if the complainant is not satisfied with the outcome.

The outcomes of the investigation and the meeting are recorded in the Complaint Register and any changes to the procedures undertaken by Manchester Menopause Hive will be identified and acted upon.

The Registered Manager and members of staff formally reviews all complaints at every practice meeting and at an annual complaints and significant events meeting.

Vexatious Complainers

Manchester Menopause Hive takes seriously any comments or complaints regarding its service. However, there are service users who can be treated as vexatious due to the inability of Manchester Menopause Hive to meet the outcomes of the complaints, which are never resolved. Vexatious complainers need to be dealt with by the arbitration service in order that the time factor required to investigate repeatedly becomes less of a burden on the organisation, its staff and other service users. Manchester Menopause Hive uses MEDSU as its arbitration service.



Complaining on behalf of someone else

If the complaint is received on behalf of someone else, the rules of patient confidentiality will be kept.

A letter signed by the person concerned will be needed unless they are incapable (because of illness) of providing this to allow the complaint to be investigated.

Payments and refunds

In some cases, it may be appropriate to waive fees or offer a refund.

Accessibility of Comments and Complaints Policy

We will make the Complaints Policy accessible to patients and relatives:

- (a) A copy of the Procedure for Handling and Investigating Complaints will be displayed on our website.
- (b) Staff will provide help to any patient or relative of any patient who wishes to make a complaint.

If you are unhappy with our response to your complaint:

Stage 2 Escalation (if applicable):

- a. If the complainant is dissatisfied with the response from Stage 1, they have the option to escalate the complaint to Stage 2.
- b. To escalate, the complainant must notify Manchester Menopause Hive within 20 working days of receiving the response from Stage 1
- c. If Manchester Menopause Hive wishes to escalate to external review phase, they must also notify both MEDSU that a complaint is to be escalated and the complainant

Acknowledgment of Stage 2 Complaint:

- a. MEDSU will acknowledge the receipt of the Stage 2 complaint within 5 working days and will provide letters to Manchester Menopause Hive & complainant that the complaint has been transferred.
- b. The acknowledgment will discuss outstanding matters and initiate an objective review.
- c. Any requests for further information will also necessitate further clarification of the timeframe.



Stage 2 Response:

- a. MEDSU will instruct Manchester Menopause Hive that they will aim to provide a written response to the Stage 2 complaint within 20 working days of receiving it.
- b. If more time is required, Manchester Menopause Hive and the complainant will be informed of the reasons for the delay and an anticipated response date.

Stage 3 - Independent Adjudication (if applicable):

- a. If the complainant remains dissatisfied after Stage 2, they may choose to proceed to Stage 3, which offers independent adjudication by Manchester Menopause Hive.
- b. The complainant must provide a summary of outstanding matters, and an Independent Adjudicator will be appointed to review the case.

Timescales for Overall Complaint Handling:

- a. Manchester Menopause Hive aims to complete each stage of the complaints process within three months, from the date of receiving the complaint.
- b. The entire process, including all stages, should be concluded within 6 months from the date of the original complaint.

Alternative Dispute Resolution:

- a. Throughout the process, Manchester Menopause Hive may suggest mediation as an alternative dispute resolution method if both parties agree to explore this option.

Complaints Register

A register will be kept of complaints containing the following information:

- (a) Date of complaint
- (b) Name of complainant
- (c) Nature of complaint and details of staff involved
- (d) Action taken to investigate the complaint
- (e) Outcome and action taken as a result of the complaint
- (f) Date of full response to complainant

Records of Complaints

A quarterly audit of complaints will be produced detailing the nature and outcomes of complaints and a quarterly summary of complaints will be discussed at staff meeting and shall include:

- (a) Number of complaints received
- (b) Nature of complaints and details of staff involved



- (c) Resolutions of complaints
- (d) Actions taken in response to complaints

Lessons Learnt

We will monitor all complaints over time, looking for trends and areas of risk that may be addressed and share lessons learnt with all staff.

We hope that, through our practice complaints procedure, we can resolve your problem satisfactorily. We believe that this will give us the best chance to put the matter right with you and the opportunity to improve our services for all our patients

Initial policy: 2022

Last Reviewed: August 2026

Review Date: July 2027



Complaints Register and Record Form

Name of the clinic:	Date of complaint:
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Complaint/Problem Received From:
Others Involved:

Complaint/Problem details received via
letter telephone: word of mouth: audit:
Complaint received by:
*Please tick as appropriate. Attach any relevant documents

Details of The Complaint/Problem
Initial Action Taken



Action Taken	Date	Actioned By
1)		
2)		

Progress Checks: 2 Day Status:

Signed: Date:

5 Day Statuses

Signed Date:



Signed:Date:

Patient informed: Yes/No

Patient feedback received: Yes / No

Please attach copies of all correspondence