TOTAL HEALTH
West Berkshire

Patient Complaints Policy

At Total Health West Berkshire, we are committed to providing a high-quality, safe, and respectful service. We welcome feedback and take complaints seriously, as they help us improve our care.

How to Raise a Concern or Complaint

If you have a concern or are unhappy with any aspect of your care, we encourage you to let us know as soon as possible. Many issues can be resolved quickly and informally.

You can raise a concern or complaint by:

• Speaking to a member of our team
• Emailing hello@totalhealthwestberks.co.uk
• Writing to: Total Health West Berkshire, Lower Barn, Lower Henwick Farm, Turnpike Road, Thatcham, RG18 3AP

What Happens Next

All complaints are acknowledged within 3 working days. We will investigate your concerns fairly and sensitively and aim to provide a written response within 20 working days. If this is not possible, we will keep you informed.

Timeframes

Complaints should normally be made within **12 months** of the issue occurring or becoming known. In some circumstances, we may still consider complaints outside this timeframe where it is reasonable to do so.

Confidentiality and Fairness

All complaints are handled confidentially. Raising a concern or complaint will not affect your current or future care.

If You Remain Unhappy

If you are not satisfied with our response, you have the right to escalate your complaint.

Total Health West Berkshire operates as a multidisciplinary clinic with a mixture of clinic-operated services and independently practising clinicians regulated by different professional bodies.

If you have concerns or are unhappy with any aspect of care received within the clinic, please raise this with us in the first instance and we will help direct you to the appropriate complaints process where needed.

For medical complaints related to our GP, phlebotomy, health screening or ADHD + Autism assessment service or Titration service.You may contact the Care Quality Commission (CQC), which regulates health and social care services in England:

Care Quality Commission (CQC)
Website: www.cqc.org.uk
Telephone: 03000 616161

Please note that the CQC does not resolve individual complaints but uses information received to monitor services.
If your complaint relates to a regulated professional, you may also raise concerns with the relevant professional body.

Our Commitment

We view complaints as an opportunity to learn and improve our services. Feedback is used to help us deliver safer, more effective, and more responsive care.