



COMPLAINT POLICY

Date completed	May 2022
Date of review	May 2025 (3 years)
Amended for individual practice by	Gillian Bird
Date	May 2022
Rationale for document	To facilitate responsive and effective care in case of complaint
Target audience	Independent tongue-tie practitioners

CHANGE HISTORY

Version	Date	Reason
1.0	Created May 2019	To enable a parent/legal guardian to submit a complaint if they have one, giving guidance and referral to other bodies such as NMC. To enable parents/guardians to have their concerns/complaints addressed appropriately.
2.0	May 2019	Adapted for individual practice by Gill Bird
3.0	May 2022	Reviewed and minor revisions made



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COMPLAINT POLICY

1. INTRODUCTION

The practitioner, Gillian Bird, is committed to providing a high quality service to all my Frenulotomy clients. If you are unhappy about the service I have provided, it is helpful to tell me so that I can improve the service. Parents or the legal guardian of the infant must be given sufficient information, in order to enable them to exercise their right to make a complaint about their baby's care or an individual health practitioner regarding Frenulotomy.

Although the individual tongue tie practitioner is required to be registered with the Care Quality Commission (CQC), complaints are not dealt with by the CQC unless the complaint comes under the Mental Health Act. However, the CQC would like to be informed of any complaint against an individual practitioner who performs frenulectomy. Contact www.cqc.org.uk

2. AIM OF THE POLICY

To inform a parent/legal guardian of the process for making a complaint against Gillian Bird, including information on her healthcare regulatory body (The Nursing and Midwifery Council, NMC).

3.SCOPE

This policy relates to all infants receiving care from the private Frenulotomy practitioner, Gillian Bird.

4. MAKING A COMPLAINT

The service provider should have a complaints policy that you can ask to see, that tells you how you can make a complaint.

If you have a complaint, please contact me with the details, you may find it useful to use Appendix A as a template to guide you in this. You will need to write this information and send it to Gillian, which may be done by email: contact@tonguetieaway.co.uk



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The essential information to give when making a complaint is as follows:

- What or who are you complaining about
- What happened and when. Who was present.
- What you would like to be done to resolve your complaint
- How you wish to be contacted.

5. WHAT HAPPENS NEXT

1. Gillian will send you a letter acknowledging your complaint within 3 working days, enclosing a copy of this complaints policy document.
2. Your complaint will then be considered- along with any appropriate changes to practice.
3. You will have an opportunity at this stage to have a face to face meeting if you would like to do this.
4. Gillian will send a letter with a detailed reply to your complaint, including her suggestions to resolve the matter, within 21 days of acknowledging the complaint.
5. At this stage, if you remain unsatisfied, you will be able to take the matter further through the NMC (Nursing and Midwifery Council), which is the regulatory body for nurses and midwives. Details as follows:

Telephone NMC 020 7637 7181

References

NMC website: nmc.org.uk



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COMPLAINT INFORMATION

Customer information	
Name of Client:	
Name of infant involved:	
Address	
Contact number	
Email address:	
Who or what you are complaining about	
What happened and when	
Who was present	
What would you like to be done to resolve your complaint?	
How do you wish to be contacted?	