**Complaint Information Leaflet**

(for services provided by Alexanna Ferran de Pol)

As a sole trader providing a frenulotomy and feeding support service, I strive to provide the best possible service for my clients. However, I recognise that sometimes you may feel that I have not met your needs.

If you have any complaint or concern about the service you have received from me, you are entitled to ask for an explanation. I will try to resolve your concerns in the first instance.

**My promise to you**

I will:

**Listen** to your complaint or concern.

**Respond** by establishing a clear, appropriate plan of action, and provide you with relevant support and advice.

**Improve** the service however I can.

**How to make your complaint**

I hope that I can resolve your problem easily and promptly, often at the time the problem arises. In the first instance, contact me on the phone and I can see if I can resolve your concerns. If your problem cannot be sorted out in this way and you wish to make a complaint I would like you to do so as soon as possible, as it will be easier to establish what happened.

Please make your complaint in writing by email or phone to:

07706 066 241

tonguetiemidwife@yahoo.com

Please be assured that any complaint you make, written or verbal, will be treated in strict confidence and have no effect upon the level of treatment and care that you receive from Alexanna Ferran de Pol.

If you would prefer a family member, friend or advocate to make the complaint on your behalf, they may do so and I will work with them to resolve the problem. Whilst I can receive a complaint on your behalf, I cannot provide any medical information to a third party without your authority. To discuss or provide confidential information I would require a note signed and dated by you, in order to authorise this.

**What happens next?**

Your complaint will be acknowledged within two working days of receiving it. This may be a phone call from Alexanna Ferran de Pol to you (or your advocate) to make sure I fully understand your complaint.

I aim to make a full response to you within the next 21 working days, During that time I will conduct an investigation to find out what has happened and whether there is any action that can be taken to put things right. If at the end of those 21 working days we I am still conducting my investigations I will notify you of the position and keep you fully informed until my investigations have been concluded.

As a result of the investigation I will:

Make sure you receive an apology (please note that an apology is not an admission of guilt)

Find out what has happened and what went wrong

Make it possible for you to discuss the problem with myself, if you would like this

Identify what I can do to make sure that problem does not happen again

**Getting further help with your complaint**

I hope that through my complaints procedure we can resolve your problem satisfactorily. I believe that this will give me the best chance to put the matter right with you and the opportunity to improve my services for other clients.

If I am unable to resolve your complaint, you are entitled to contact the Nursing and Midwifery Council (NMC) (020 7333 9333). As a registered midwife (PIN 05G1268E) I am regulated by the NMC. <https://www.nmc.org.uk/concerns-nurses-midwives/concerns-complaints-and-referrals/>

The Care Quality Commission does not investigate complaints against practitioners, but you can contact them for the following purpose: *“CQC want you to tell them about your experiences of care. It helps them to decide when, where and what to inspect, and to take action to prevent poor care happening to others in future. CQC also want to hear about good experiences of care. However, it is important to know that CQC cannot make complaints for you or take them up on your behalf because as a regulator the CQC does not have the powers to investigate or resolve them.”* <https://www.cqc.org.uk/get-involved/share-your-experience/peoples-experience-care-what-we-want-know-why>

*Thank-you*

*Alexanna Ferran de Pol*