

Not satisfied with the response?

If you are not satisfied with our response, we will investigate further and if you wish, we can arrange a face to face meeting.

Most complaints are resolved at this stage. However, if you are still not satisfied, you have the right to ask the Ombudsman to consider your complaint by writing to:

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW10 4QP

Telephone - 0345 0154033



A Guide to our Complaints Process



Badger Group
Badger House
121 Glover Street
Birmingham
B9 4EY

www.badger-group.com



Providing Excellence since 1996



Your feedback is important to us

At Badger, we aim to consistently provide our patients with the best service and care possible.

Sometimes our service may not be as you expect. We would like you to tell us when this happens. We commit to thoroughly investigate all concerns and complaints raised with us and report back to you on the outcome.

Our process to handle your complaint or concern

Please let us know if you would like this information in a different language or format.

Making a complaint

You can contact us in a number of ways

In writing:-

Quality and Compliance Department
Badger Group
121 Glover Street
Birmingham
B9 4EY

By email:-

qualityandcompliance@badger.nhs.uk

By telephone:-

0121 766 2170

Please include the date, time and place that the patient was seen by Badger and the details of the complaint.



Who can complain?

A complaint may come from the patient or someone else. We have a duty to make sure the patient has agreed to a complaint being made on their behalf.

If the patient cannot give consent in themselves we will seek consent from their next of kin.

What you can expect from us

Acknowledgement

We will acknowledge your complaint within three working days from the day we receive it.

We will send you a consent form and an envelope for its return.

Investigation

We will collect information about your complaint. This may include details from our records, phone recordings, statements from people involved and other information about the service.

A Senior Doctor or Medical Director will then conduct the investigation.

Our response

We aim to complete the investigation within 28 working days and will report back to you with the outcome.

The report is sent to senior management to help us make improvements to our service.