

## Patient Complaint Information Leaflet

Dr Schell-Apacik strives to provide the best possible service for his patients. However, he recognises that sometimes you may feel that he has not met your needs.

If you have any complaint or concern about the service, you have received you are entitled to ask for an explanation.

Dr Schell-Apacik operates an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

### Dr Schell-Apacik's promise to you

He 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 he can.

### How to make your complaint

I hope that I can resolve your problem easily and promptly, often at the time the problem arises and with the person concerned. 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. This will enable me to establish what happened more easily.

Please make your complaint in writing to Dr. Chayim Schell-Apacik.

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 Schell Genetics.

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 and yourself, to resolve the problem. However, 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.

### What happens next?

Your complaint will be acknowledged within two working days of receiving it. This may well be a phone call from myself 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 days I am still conducting my investigations, I will notify you of the position and keep you fully informed until my investigations have been concluded. If it is more constructive and helpful, I will appoint an independent arbitrator to conduct the investigation and liaise with you.

As a result of the investigation I will:

- Offer you an apology
- Find out what has happened and what went wrong
- Keep you informed of progress
- Appoint an independent arbitrator to resolve the issue
- Identify what I can do to make sure that problem does not happen again

### Getting further help with your complaint

I hope that, I can resolve your problem satisfactorily. I believe that this process will give me the best chance to put the matter right with you and the opportunity to improve services for all patients

Dr. Chayim Schell-Apacik is a member of the Independent Doctors Federation and will refer to the IDF if internal resolution cannot be achieved. Should there still be an impasse then the IDF will refer the complaint to the Independent Healthcare Sector Complaints Adjudication Service. ISCAS and its findings will be final to both parties.

You may also contact the **Care Quality Commission**, if you feel that your complaint is not being dealt with in a satisfactory manner, on 03000 616161. (Note: the CQC will not arbitrate in a complaint but require the provider to make their (CQC) contact details available to the service user).

**Thank you**

**Dr Chayim Schell-Apacik**

Consultant Clinical Geneticist

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**NHS**

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**SHELL GENETICS**  
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