



Oryon Imaging and Healthcare Ltd

Feedback and Complaints Process



Introduction

Oryon Imaging and Healthcare Ltd (OIHL) is committed to delivering high quality, affordable and exceptional patient and customer experiences. We recognise that there are times when things go wrong, and concerns or complaints may arise. When this happens, we are dedicated to addressing them promptly and effectively, where we can, and try to put things right. Your feedback is valued, and we review all comments you provide us and use that information to improve our services and facilities even further.

Get in contact with us

If you want to provide feedback or complain about any part of the service you have received from us, you can do one of the following:

Ask to see the Head of Patient Services during your visit.

Call us on 020 7042 1888.

Email us at imaging@oryon.co.uk

Write to us at:

Oryon Imaging and Healthcare Ltd
Lister House
11-12 Wimpole Street
London
W1G 9ST

Other ways you can contact us

Patient feedback surveys

As part of our commitment to continuously improve, we encourage our patients to provide feedback and one way is through our Patient Feedback Surveys. Patients can share their experience with us - good or bad. We actively review this weekly and communicate to the team to ensure our service remains at the highest standards.

Although our Patient feedback surveys are anonymous, patients are welcomed to leave their details to discuss their experience further. We will respond to these quickly and effectively as possible.

Google reviews

Patients and service users are able to provide their feedback through Google Reviews. Our team review feedback and respond to comments within 5 working days. We also encourage you to get in contact with us to discuss more about your feedback.



Our complaints process

Any complaints that we receive is treated in confidence. We aim to investigate all complaints courteously and sympathetically; keep you updated and provide a response as soon as our investigation is completed.

Who may complain

Complainants can be existing or former users of the services of OIHL, or any person who is affected by or likely to be affected by the action, omission or decision of OIHL. A complaint may also be made by an individual whom a service user has authorized to act on their behalf.

What are the steps

Informal complaints

If you would like to make a verbal complaint to a member of staff, the staff member will attempt to resolve your complaint immediately and if this is not possible the complaint will be investigated further.

Formal complaints

1. Lodging a complaint

Once you have contacted us, our staff will lodge a complaint on our system. Details of your complaint will be taken as well as the date of event.

2. Acknowledgment:

Upon receiving your complaint, we will promptly acknowledge its receipt, usually within 2 working days. Time period commences when the complaint is received by staff.

3. Investigation and resolution:

Complaint will be thoroughly investigated by either the Head of Imaging or Head of Patient Services. We aim to resolve complaints within 28 working days of receipt, unless an extension has been agreed with you and depending on the complexity of the issue. During the investigation, we may request additional information from you.

4. Resolution options

Once the investigation is complete, we will offer a resolution to address your complaints. This may include, but not limited to:

- Apology and explanation
- Corrective actions to prevent reoccurrence.
- Refund or reimbursement, if applicable

What happens if I am not happy with the outcome

While OIHL will endeavour to resolve all complaints, if you are not satisfied with OIHLs response, the case will be escalated to the COO for review. The COO will review the case, investigation and outcome. The COO will decide whether to uphold the decision made by the complaint handler or overturn the decision.

If the COO determines the case should be upheld, an email detailing their findings and decision must be sent to you. If the COO decides to overturn the decision made by the complaint handler, they must send an email to you detailing their findings and reasons for overturning the decision, including the necessary steps to be taken to satisfy your complaint.



If you are not satisfied with this outcome, you can escalate the issue to the Health Service Ombudsman using the below contact details:

Parliamentary and Health Service Ombudsman
Milbank Tower
Milbank London
SW1P 4QP

www.ombudsman.org.uk

E phso.enquiries@ombudsman.org.uk

T 03450 154033

Learning culture

We view complaints as opportunities to learn and grow. Our commitment to continuous improvement means that we will take proactive steps to prevent similar issues from arising again. We value your feedback and are dedicated to maintaining the highest quality of care and service.