



## Complaints Policy

### MARTIN, BRUWER, WEGE AND PARTNERS PHYSIOTHERAPISTS Inc. ("MBW")

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you have a complaint to make, you can ask the receptionist for a copy of our Complaints Policy or make your complaint in writing to the Accounts Manager. We endeavour to acknowledge any letter or complaints form within 3 working days of receiving it, and to deal with the matter as promptly as possible- usually within 20 working days- dependent on the nature of the complaint.

#### WHO CAN COMPLAIN?

- Complainants can normally be current or former patients, or their nominated or elected representatives (who have given consent).
- Patients over the age of 16 whose mental capacity is unimpaired should normally complain themselves or authorise someone to bring a complaint on their behalf.
- Children under the age of 16 can also make their own complaint, if they're able to do so.

If the patient lack capacity to make decisions, their representative must be able to demonstrate enough interest in the patient's welfare and be an appropriate person to act on their behalf. This could be a partner, relative or someone appointed under the Mental Capacity Act 2005 with lasting power of attorney.

#### APPROPRIATE PERSON

In certain circumstances, we need to check that a representative is the appropriate person to make a complaint.

- For example, if the complaint involves a child, we must satisfy ourselves that there are reasonable grounds for the representative to complain, rather than the child concerned.
- If the patient is a child or a patient who lacks capacity, we must also be satisfied that the representative is acting in the patient's best interests.

If we are not satisfied that the representative is an appropriate person, we cannot consider the complaint, giving the representative reasons for our decision in writing.

#### TIME LIMITS

A complaint must be made within 3 months from the date of the incident.

The regulations state that a responsible body should consider a complaint after this time limit if:

- The complainant has good reason for doing so, and
- It's still possible to investigate the complaint fairly and effectively, despite the delay.

#### COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third-Party Consent Form must be completed, please request this from the reception desk.

**PROCEDURE:** MBW physiotherapists will deal with complaints as follows:

##### Verbal complaint

1. The complainant raises the concern verbally as and when the matter occurs. The person at whom the complaint is directed will attempt to address the complaint there and then, if possible.
2. If raised while in hospital, the hospital staff will bring the complaint to MBW physiotherapists' attention.
3. A short note will be kept by MBW physiotherapists of complaint. This note is NOT kept in the patient's file, and a complaint has no impact on the care provided, or to be provided, to a patient.

We will always try to deal with your complaint quickly. However, if the matter will need a detailed investigation, we will inform you and keep you updated.

##### Complaint form completion

1. Complete a complaint form with the necessary detail. The complaint form is available at reception or on our website ([www.mbwphysios.co.za](http://www.mbwphysios.co.za)).
2. The complaint form can be handed in at MBW physiotherapists' reception or can be emailed to [info@mbwphysios.co.za](mailto:info@mbwphysios.co.za)  
For attention: Complaints
3. We will acknowledge your complaint within 3 working days.

4. We may contact you to clarify certain details or to obtain more information.
5. If the complaint is anonymous, addressing matters raised would be done in the best judgement of MBW physiotherapists.
6. If you are dissatisfied with our response, you can ask us to reconsider your complaint.
7. MBW will give feedback to the complainant as to how we propose to- or have resolve(d) the matter, and/or how we will deal with similar matters in future.
8. We will give you our decision as soon as possible. This will be no more than 20 working days unless there is clearly a good reason for needing more time
9. The resolution will be recorded and kept separate from the patient's file. No complaint, irrespective of what the outcome, will affect the care to be received by the patient or his/her family or friends, at MBW physiotherapists.

#### **CONFIDENTIALITY OF COMPLAINTS**

All matters pertaining to a complaint will be handled confidentially. It will only be shared if the complainant agrees to such sharing, or if the complainant takes further steps and MBW physiotherapists must address the complaint at an outside entity.

#### **YOUR RIGHTS**

If, after receiving our final decision you remain dissatisfied we may refer it to an\_Ombudsman\_ and ask them to consider it. For this, MBW physiotherapists uses CFP Brokers CC.

*mbw*

Elizma van der Merwe (BSc Fizio MSc Fizio) Marina Wege (BSc Fizio MSc Fizio) Praktyk nommer: 0648477

**Complaints Form –  
MARTIN, BRUWER, WEGE AND PARTNERS PHYSIOTHERAPISTS Inc. ("MBW")**

Date of complaint: \_\_\_\_\_

Date on which incident occurred: \_\_\_\_\_

Name & surname: \_\_\_\_\_

*(If you prefer to remain anonymous, we will not be able to provide you with feedback)*

Preferred contact details of person completing the form:

Cell: \_\_\_\_\_ Email: \_\_\_\_\_

Tel (h): \_\_\_\_\_ Tel (w): \_\_\_\_\_

Please describe your concerns, with dates, times, persons involved and any other relevant information.

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Please describe what you would want MBW physiotherapists to do, or what we can do better or differently:

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Your signature *(not required if you wish to remain anonymous)*

**IMPORTANT CONTACT DETAILS**

Practice complaints manager: [Ronel Meyer, [info@mbwphysios.co.za](mailto:info@mbwphysios.co.za), 021 976 4832]

Practice complaint email address: [info@mbwphysios.co.za, For Attention: Complaint]