



Carla Rodrigues
RM, Lactation Consultant IBCLC
Tongue Tie Practitioner

Client complaint information leaflet

As a private practitioner 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 you are entitled to ask for an explanation.

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 we can.

How to make your complaint

I hope that we 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.

Please make your complaint in writing to Carla Rodrigues, Latch World. If you would like assistance with making your complaint I will be able to help you complete a Complaint Form.

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.

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 Latch World to you (or your advocate) to make sure we fully understand your complaint.

I aim to make a full response to you within one week.

As a result of the investigation I will:

- ✓ Make sure you receive an apology
- ✓ Find out what has happened and what went wrong
- ✓ Make it possible for you to discuss the problem
- ✓ Keep you informed of our progress
- ✓ Identify what I can do to make sure that problem does not happen again.

Getting further help with your complaint

I hope that through our practice complaints procedure I 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 all my clients.

You may also contact the HIS (Healthcare Improvement Scotland) at any time regarding your concerns or complaints:

Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

Telephone: 01316234342

hciscomplaints@nhs.net

Thank you,

Latchworld

Carla Rodrigues

Midwife, IBCLC, Tongue Tie Practitioner