



Complaints Policy & Procedures

We make every effort to give the best service possible to everyone who attends the Barbados Family Planning Association's Clinic.

However, we are aware that things can go wrong resulting in a client feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be resolved as quickly, and as amicably, as possible.

If you are not satisfied with the service in any way, please contact the Executive Officer, HR & Administration, in writing, giving details of your complaint. We will acknowledge your complaint within three working days of receipt. We aim to have investigate the matter within ten working days, although this will be determined by the complexity of the complaint and access to those involved.

It is our intention then to be in a position to offer you a response or a meeting with the people involved or, if there is to be a delay in responding (for instance, due to staff absences or a third party not directly employed by the BFPA), to keep you updated of the progress of your complaint.

When we investigate your complaint(s) we will aim to:

- 1. Investigate the problem with all members of staff concerned**
- 2. Notify you of the outcome of the investigation with a satisfactory explanation**
- 3. Identify the problem with a view to improving the service we offer to our patients**

If you are complaining on behalf of someone else, please note that we adhere to strict rules of medical confidentiality and will not be able to act on this complaint without the patient's permission on a signed and dated consent letter.

Ideally you need to make your complaint as soon as possible, but ideally within 2 weeks of the incident. This will enable us to gather all the information whilst still fresh.

You can deliver your letter by post, email or in person to the following address:

**Executive Officer HR & Administration
The Barbados Family Planning Association
Harmony Hall
St. Michael
Email: info@bfpaonline.com
Telephone: (246)427-6611**

We also welcome any suggestions as to how our services to you could be improved - please place your feedback / comments in the Client Satisfaction Survey which is available at the (***Reception Desk or online via scanning the QR Code located in the clinic***).

If you are happy with the service received from any member of our staff, we would be delighted to know that as well.

Reviewed and updated: November 29, 2023