



D-Restricted Ltd.®

Complaints Procedure

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Version	Date	Rationale
1.0	11/2014	A procedural guide for new provider company
1.1	01/2021	No change to policy
1.2	01/2023	No change to policy
1.3	01/2024	Insertion of terminology table
1.4	01/2025	Inclusion of medical record software to policy
2.0	01/2026	Full revision and clarification of document inclusive of full reference list.



TERMINOLOGY

Mother or Woman: refers to the birthing parent.

Infant Feeding: refers to all methods of feeding inclusive of breastfeeding, chest feeding, wet or dry nursing, human milk feeding, formula feeding or the introduction of solid foods.

Child: anyone who has not reached 18 years of age and for this documents purpose includes young people.

Independent tongue-tie practitioners: are registered health professionals registered nurse (RN), midwife (MW), doctor, dentist, surgeon, osteopath, health visitor (HV), advanced neonatal nurse practitioners (ANNP), who have undertaken training to enable them to perform frenulotomy (tongue-tie division), hold a current professional registration within their field of practice and who work privately. They may also hold other relevant qualifications such as International Board Certified Lactation Consultant (IBCLC).

Parent: also includes legal guardian / caregiver / service-user. Documentation should be available to demonstrate legal guardian / caregiver status and the parent's permission to make medical decisions on their baby's behalf.

Registered health professional: a health professional registered with a regulatory body and governed by a code of practice.



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1. Introduction

D-Restricted Ltd will always take complaints about any aspect of the services very seriously, in order to ensure that every patient has the highest standard of care and experience at all times. However, a service-user(s) may feel that D-Restricted Ltd has not met their needs. If service-user(s) has any complaint or concern about the service provided, they are actively encouraged to ask for an explanation.

Complaints are dealt with in the first instance by D-Restricted Ltd in conjunction with advice from her indemnifier (Hiscox). This may include disclosure of a service-user's personal identifiable data (PID), which the service-user will have been made aware of through acknowledgement of both the Terms and Conditions (www.tongue-tie.info/terms-and-conditions) and the Privacy Notice (www.tongue-tie.info/privacy-notice). This procedure does not deal with matters of legal liability, compensation, or regulation.

2. Raising Concerns and Informal Complaints

Concerns can be raised directly during consultations, by phone, or via written correspondence. Assurance is given that any complaint, written or verbal, will be treated with the strictest confidence and will have no effect on the level of care provided.

3. Formal Complaints

If a caregiver wishes to make a formal complaint, it is requested that this is done as soon as possible following the event. Complaints can be made in writing to:

D-Restricted Ltd
31 Avondale Road
Barlestone, Nuneaton
Warwickshire CV13 0HX

or via email: diana@tongue-tie.info

Complaints should be made by the patient's parent, legal caregiver, or an authorised person on their behalf. If an authorised person is representing the complainant, written consent must be obtained from the



service-user before any disclosure of information, except where legal representation or social services involvement is required due to concerns regarding parental rights.

D-Restricted Ltd cannot provide medical information to third parties without the service-user's written consent. Consent is obtained as part of the consultation process.

4. Acknowledgement and Response Timescales

Each complaint will receive written/email acknowledgement within 48 hours. D-Restricted Ltd will strive to resolve the complaint within 28 working days. Any delays will be formally communicated to the service-user with an explanation and revised timescale.

5. Investigation

- Complaints are assessed to determine severity and whether escalation is required (serious, moderate, minor).
- Advice may be sought from indemnity insurers (Hiscox), professional peers, or the ATP.
- Clinical records and relevant documentation are reviewed, and all actions are recorded in the risk register and audit documentation.
- If the complaint relates to a CQC-notifiable event, safeguarding concern, or serious incident, the appropriate regulatory notifications are made promptly.

6. Outcome and Learning

- A written response will be provided outlining the outcome of the investigation, actions taken, and any changes in practice or policy.
- An apology and explanation will be included where appropriate (Duty of Candour).
- Complaints are used as opportunities for reflective practice, audit, peer review, and continuous quality improvement.

7. Escalation and Mediation

If the complainant is not satisfied with the outcome, further advice and independent mediation may be sought through:

- Centre for Effective Dispute Resolution (CEDR). D-Restricted Ltd will facilitate initial contact and provide relevant forms.



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- Association of Tongue-tie Practitioners (ATP) guidance for parents (<https://www.tongue-tie.org.uk/complaints-and-guidance-for-caregivers>)
- Care Quality Commission (CQC) for feedback, inspections, and safeguarding awareness (www.cqc.org.uk/tellus)

8. Regulatory and Professional Bodies

- Care Quality Commission (CQC) – www.cqc.org.uk/contact-us or email enquiries@cqc.org.uk
- Hiscox Insurance Company Ltd, 1 Great St Helen's, London, EC3A 6HX
- Nursing and Midwifery Council (NMC) – <https://www.nmc.org.uk/concerns-nurses-midwives/concerns-complaints-referrals/>
- Association of Tongue-tie Practitioners (ATP) – <https://www.tongue-tie.org.uk>
- Information Commissioner's Office (ICO) – 0303 1231113, www.ico.org.uk, Reference ZA100466

9. Confidentiality and Documentation

- All complaints, investigations, and correspondence are documented securely in line with information governance policies.
- Records are retained for a minimum of five years and used to inform audit, risk management, and service improvement activities.
- Data is handled in accordance with GDPR and D-Restricted Ltd privacy policies.

10. Contact Details

Diana Victoria Warren
D-Restricted Ltd
31 Avondale Road
Barlestone, Nuneaton
Warwickshire CV13 0HX
Email: diana@tongue-tie.info
Tel: 07910 608179



11. References

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12. Appendices

Appendix A: D-Restricted Ltd Complaints Procedure

1. Introduction

Service-user's are encouraged to raise any concerns about services to ensure high-quality care. Complaints will be treated seriously, confidentially, and without affecting the care provided.

2. Raising Concerns / Informal Complaint

- Discuss concern directly during consultation, by phone, or in writing.
- D-Restricted Ltd will acknowledge and try to resolve promptly.
- If not resolved, move to formal complaint.

3. Formal Complaint Submission

- Submit in writing to: D-Restricted Ltd, 31 Avondale Road, Barlestone, Nuneaton, Warwickshire CV13 0HX
- Or via email: diana@tongue-tie.info
- Complaint can be submitted by parent, legal caregiver, or authorised representative (written consent required).

4. Acknowledgement

- D-Restricted Ltd acknowledges receipt within 48 hours by email or letter.
- Outline the process, timescales, and point of contact.

5. Assessment and Investigation

- Categorise complaint: serious, moderate, or minor.
- Review clinical records, documentation, and correspondence.
- Seek advice from indemnity insurers (Hiscox), professional peers, or ATP if necessary.
- If CQC-notifiable or safeguarding-related, notify immediately.

6. Outcome / Response

- Provide written response within 28 working days (or revised timeframe if delayed).



- Include: investigation findings, actions taken, apology (if applicable), and next steps.
- Update risk register, audit logs, and reflective learning.

7. Escalation / Mediation

If unresolved, the service-user can:

- Access independent mediation through CEDR (facilitated by D-Restricted Ltd).
- Seek guidance from Association of Tongue-tie Practitioners (ATP) – <https://www.tongue-tie.org.uk/complaints-and-guidance-for-caregivers>
- Provide feedback to Care Quality Commission (CQC) – www.cqc.org.uk/tellus

8. Regulatory / Professional Bodies Contact

- CQC: www.cqc.org.uk/contact-us, enquiries@cqc.org.uk
- Hiscox Insurance Company Ltd: 1 Great St Helen's, London EC3A 6HX
- NMC: <https://www.nmc.org.uk/concerns-nurses-midwives/concerns-complaints-referrals/>
- ATP: <https://www.tongue-tie.org.uk>
- ICO: 0303 1231113, www.ico.org.uk, Reference ZA100466

9. Confidentiality and Documentation

- All complaints, investigations, and correspondence are securely documented.
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Appendix B: D-Restricted Ltd Complaints Procedure Flowchart

D-Restricted Ltd – Complaints Procedure

