

How to Escalate a Complaint to Stage 3 Adjudication

With Clinivi – Independent and Fair Complaint Resolution

When Can You Escalate?

If you are not satisfied with the outcome of your Stage 2 complaint, you may escalate your concerns to Stage 3 Adjudication through Clinivi. Complaints must be submitted within six months of receiving the final Stage 2 response. The service is free of charge for complainants. The resolution process normally takes between three to six months. The Independent Adjudicator's decision is final, and there is no appeal process.

What Issues Can Be Reviewed?

Stage 3 adjudication will only consider issues already raised during Stages 1 and 2 of the complaints process. However, new concerns about how the complaint was handled may be reviewed if they became evident after the Stage 2 response.

How to Submit Your Stage 3 Complaint

Stage 2 complaints will normally be referred by the provider directly to Clinivi once all internal procedures have been exhausted. However, you may also submit your complaint yourself.

Complaints may be sent in writing to:

Clinivi Adjudication Service

10 Harrowgate Village

Darlington

DL1 3AE

Email: info@clinivi.uk

Please include:

- Who or what caused your concern, including the names and positions of staff involved
- Where and when the events took place
- Actions you have already taken to resolve the issue
- The outcome you are hoping for

Complaints can be submitted by email, post, or telephone. Complainants are advised to keep copies of all correspondence.



What Happens After You Submit?

Acknowledgement – Clinivi will confirm receipt of your complaint within three working days.

Notifying the Provider – Clinivi will notify Beverley Healthcare of your escalation. The provider has 10 working days to raise any valid objections.

Adjudication Process – An Independent Adjudicator will review your complaint, compile a timeline of events, and confirm their understanding of the issues with you in writing. You will be updated on progress at least every 20 working days.

Potential Outcomes

The Adjudicator may:

- Decide to uphold or not uphold each element of your complaint
- Recommend service improvements to the provider
- Make a recommendation for a goodwill payment of up to £5,000 (note: compensation is not awarded)
- Provide a final written decision that concludes the complaint. There is no appeal against the Adjudicator's decision.

Concerns About the Stage 3 Process

You cannot complain about the final decision, the Adjudicator, or the timings and procedures of the process itself. However, if you are dissatisfied with how Clinivi has managed the process, you may raise your concerns in writing to:

Email: info@clinivi.uk

Address: Clinivi Adjudication Service, 10 Harrowgate Village, Darlington, DL1 3AE

The adjudication process does not affect your legal rights. You are free to seek independent legal advice at any stage.

Support

If you need support or guidance with the adjudication process, you may contact Clinivi at:

Email: info@clinivi.uk

Address: Clinivi Adjudication Service, 10 Harrowgate Village, Darlington, DL1 3AE