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Jenny Harmer Lactation Consultant - IBCLC



Complaints Procedure

Business name: Jenny Harmer

Practitioner: Jenny Harmer, IBCLC, SCPHN (HV), BSc (Children's Nursing)

Professional registration: Nursing and Midwifery Council (NMC) — PIN 96C1938E

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Effective from: Oct 2025

Review date: Oct 2026

1. Purpose

This complaints procedure explains how clients can raise concerns or complaints about the care or service provided, and how these will be handled fairly, promptly, and professionally. It reflects my duty under the Nursing and Midwifery Council (NMC) Code (2018) to act with integrity, be open and honest, and promote confidence in the profession.

2. Principles

- Clients have the right to express dissatisfaction or make a complaint without fear of discrimination or negative impact on their care.
- Complaints will be handled confidentially, fairly, and within set timeframes.
- I aim to resolve concerns informally wherever possible but will follow a formal process if needed.
- Learning from complaints is an important part of improving my practice.

3. How to Make a Complaint

You can make a complaint in any of the following ways:

- In writing: Jenny@jenthelc.com
- In person: during a consultation or at a mutually agreed time

If you need support to make your complaint (for example, due to disability, language, or emotional distress), please let me know so reasonable adjustments can be made.

4. Informal Resolution (Stage 1)

Wherever possible, I encourage clients to raise any concerns as soon as possible, so they can often be resolved quickly and informally.

I will:

- Listen carefully and acknowledge your concerns.
- Clarify what outcome you would like.
- Aim to provide an explanation, apology, or practical solution within 5 working days.

If you are not satisfied, or if the issue is more serious, the complaint can move to the formal stage.

5. Formal Complaint (Stage 2)

If you wish to make a formal complaint, please provide:

- Your name and contact details
- Details of what happened (including dates, people involved, and any evidence if applicable)
- What outcome you are seeking

Acknowledgement:

Your complaint will be acknowledged in writing within 5 working days of receipt.

Investigation and Response:

- I will review your complaint, relevant records, and any communications.
- A written response will be provided within 20 working days of acknowledgement, explaining:
 - Findings of the investigation
 - Any actions taken or learning identified
 - Any further options available to you

If the investigation is likely to take longer, I will inform you and give an expected completion date.

6. If You Are Not Satisfied

If you remain dissatisfied after receiving the formal response, you can escalate your concern to the relevant professional or regulatory body.

Options include:

- **Nursing and Midwifery Council (NMC):**
For concerns about professional conduct, fitness to practise, or breaches of the NMC Code.
Website: <https://www.nmc.org.uk/concerns>
 - **IBLCE (International Board of Lactation Consultant Examiners):**
For concerns relating specifically to IBCLC ethical standards or professional behaviour.
Website: <https://iblce.org/ethics-and-disciplinary-review/>
 - **Local Trading Standards or Citizens Advice:**
For consumer-related complaints or contractual disputes.
Website: <https://www.citizensadvice.org.uk>
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7. Record Keeping

- All complaints will be recorded securely and confidentially in accordance with GDPR (UK Data Protection Act 2018).
 - Records will include details of the complaint, actions taken, and the outcome.
 - Complaints records will be retained for seven years and may be used to inform reflective practice or supervision.
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8. Learning and Improvement

Each complaint is an opportunity for reflection and service improvement. Outcomes and lessons learned will be reviewed periodically to ensure high standards of care and professionalism are maintained.

9. Review

This complaints procedure is reviewed annually or sooner if guidance, regulations, or professional standards change.