

Compliments, Comments, Concerns & Complaints

Consultdoc Limited
5th Floor
167-169 Great Portland Street
London, W1W 5PF

Our Care Philosophy

Consultdoc services aim to give the best care possible. We welcome all feedback and are always seeking to improve the standard of care we provide and our patients' experience where possible.

If you are happy with the care and treatment you received from the service, team or a particular member of staff please contact us using the details on the next page. We will ensure this is passed on to the staff concerned and shared with the team.

We fully recognise the need to respond quickly and effectively to feedback when anyone feels unhappy or concerned. If you are not happy with the care and treatment you have received, we advise that in the first instance, you aim to discuss any concerns at the time. We encourage an informal discussion with a member of our team to see if this helps resolve the matter for you.

If this does not solve your issue, or you still feel you wish to tell us of your concern or make a formal complaint, please send this in writing as soon as possible using the details on the next page.

This should ideally be within twelve months of the specific matter you are complaining about or when the matter first came to your attention.

We will require the following information to allow us to progress your complaint and provide you a prompt response and resolution:

- Your name
- Contact details
- A clear description of your complaint •
- Any relevant times and dates

What to expect

We will contact you within a maximum of 3 working days to primarily acknowledge receipt of your complaint. You may be contacted to discuss the circumstances of the complaint further at this stage.

We will allocate your complaint to the most appropriate member of the senior team to investigate the matter. You will be provided a timescale with an approximate time to expect completion of the investigation.

We will discuss the complaint with those involved to find out what happened and what went wrong. You will receive a written response to your complaint following completion of the investigation.

We will share the findings of the investigation with our employees to learn lessons from any concerns raised.

How to contact us

Please forward any feedback for the attention of:

Manager

EMAIL Compliments and Comments: info@consultdoc.co.uk

Concerns and Complaints: info@consultdoc.co.uk

VIA POST

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Please be aware that due to medical confidentiality, if you are making a complaint on behalf of another person, we will require a signed letter from that person stating they give permission for you to act on their behalf.