



# Complaints Procedure

Clinic Policy



london medical



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London Medical is committed to providing you with the highest levels of professional service at all times. The clinic operates a formal complaints procedure in addition to measuring levels of satisfaction through customer surveys. If for some reason, levels of service are not what you expected whilst at the clinic, you are encouraged to:

- Inform a member of staff of any problem
- Make a formal complaint in writing

### **To make an informal complaint:**

Please ask a member of staff to speak to the Clinic Coordinator, or telephone **020 7467 5470**. Alternatively you may send an e-mail to [complaints@londonmedical.co.uk](mailto:complaints@londonmedical.co.uk)

### **To make a formal complaint:**

Please explain why you are unhappy with the service offered by London Medical by writing to the Clinic Coordinator at the address below.

### **What happens next?**

All formal written complaints will be acknowledged within two working days of receipt of your letter. All complaints will be fully investigated and a formal reply will be sent once the investigation is complete.

#### **London Medical**

49 Marylebone High Street, London, W1U 5HJ

Tel: +44 (0)20 7467 5470 Fax: +44 (0)20 7467 5471

Email: [info@londonmedical.co.uk](mailto:info@londonmedical.co.uk)

Website: [www.londonmedical.co.uk](http://www.londonmedical.co.uk)