

# DERBY COTTAGE CLINIC LIMITED

## COMPLAINTS POLICY AND PROCEDURE

We are committed to providing an efficient service for our customers. In order to achieve this, we keep up to date with innovations in technology and have a well trained, dedicated team.

Unfortunately there may be occasions where we will fall below our own high standards and we recognise the concern this can cause and have implemented a procedure designed to minimise the inconvenience to our customers.

If you do have a complaint, please inform a member of the Derby Cottage Clinic team, either by talking to them at the clinic, by calling [01638 577121](tel:01638577121), or by emailing [info@derbycottageclinic.com](mailto:info@derbycottageclinic.com)

It is our policy that all customer complaints are taken seriously and are dealt with in a uniform way and that a customer receives a first acknowledgement from the recipient of the complaint within two working days. A proposed resolution to the complaint should be issued to the customer within ten working days. If for any reason there is an unavoidable delay in issuing a response to the complaint, the customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by a team member designated in the first acknowledgement of a complaint, so that the individual raising the complaint has a definite point of contact. Customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.

Should you be dissatisfied with the handling of a complaint at any time, please inform the designated person who can determine the most appropriate person to respond.

If you are still dissatisfied having followed all the stages as above, you should write to: Bruce Smart, Derby Cottage, Fordham Road, Newmarket, Suffolk, CB8 7LG

Should you have any comments or feedback we would welcome them. Please send these to the following email address: [info@derbycottageclinic.com](mailto:info@derbycottageclinic.com)

This policy will be reviewed regularly and revised as necessary in response to changes in legislation or guidance. We ask everyone to do everything they can to support this policy for the safety of themselves and others.

*Signature*

*B. Smart*

*Date*

21<sup>st</sup> April 2021