



## Concerns and Complaints

If there is any aspect of the help you have received from us that you are unhappy with then please do let us know so that we can address it as quickly as possible.

**Below are the details of how this process works.**

### Who should I complain to?

- Please get in touch straight away with the member of our team who booked your appointment.

Hopefully they will be able to resolve the issue straight away,

but if not then please put your complaint in writing. Email or post are best, and you can email your complaint to:

[help@clinical-partners.co.uk](mailto:help@clinical-partners.co.uk).

If you have difficulty communicating in writing then we can take your complaint down verbally and you can call us on 0203 326 9160 to do this.

Except in certain exceptional circumstances, complaints should be communicated to us within 12 months of the appointment taking place.

### What will we do?

- Once we receive your complaint we will liaise with the clinician who looked after you and discuss your concerns with them.

We always review any complaint carefully taking into account feedback from all relevant parties. This process takes time, but we aim to respond in writing within 30 days of receiving your complaint.



### What if you are not satisfied with our response?

- The triage service provided by Clinical Partners itself is not regulated by any outside bodies.

If you have a complaint concerning the treatment delivered by one of our Partners then you should contact their professional body and they can supply their own complaints procedure.

## You can reach us at:

Email [help@clinical-partners.co.uk](mailto:help@clinical-partners.co.uk)  
Tel **0203 326 9160**  
Post **Clinical Partners Limited,  
PO Box 2320, Salisbury  
SP2 2JZ**