

Complaints procedure

At all stages of this process we will endeavor to acknowledge receipt of your complaint on the day it is received and to provide a full response within 2 weeks.

STAGE 1

Initially your complaint should be addressed to info@tajmeelclinic.co.uk or by phone to the clinic manager DR M Khalil, 6 Kingswell road, Bournemouth, Tel: 01202 245033/ 07474076830.

The complain should be dealt with and replied to within 2 weeks.

Handling complains from service user and other persons

- . Identifying the complaint, opening a file and the date.
- Receiving the complains, date and sending a compliment slip.
- Recording dairy.
- Send our finding of the investigation +/- apology

STAGE 2

If for any reason, you are not satisfied with our response, you should write to the:

Dr M khalil

6 Kingswell Road

BH10 5DH

Bournmeouth

After acknowledgement of your letter, we will make a full re assessment and then provide a complete, written response within 2 weeks.

STAGE 3

If you feel that your concern still remains unresolved having received the written response from stage 2,

Please contact

Independent Healthcare Sector Complaints Adjudication Service (ISCAS)

email: info@iscas.org.uk.

Phone: 020 7536 6091

ISCAS,
CEDR, 3rd Floor
100 St. Paul's Churchyard
London
EC4M 8BU