

How to make a complaint

Stage 1

It is our expectation that no client has cause to complain. We work hard to ensure that our services exceed your expectation and we are very sorry if you have had to complain. If you feel dissatisfied or have any concerns, please discuss with a member of staff where we expect that you receive a satisfactory response.

Stage 2

In some cases, you may feel more comfortable speaking to someone not directly involved in your care. The Clinic Manager is available in clinic or may be contacted at: candice@drjudytodd.com

On receipt of your complaint, a full investigation will take place and a letter of response provided to you, at the latest, within 20 working days.

Stage 3

In the unlikely event that your concern remains unresolved you may wish to take your complaint to Healthcare Improvement Scotland. Contact details:

Healthcare Improvement Scotland
50 West Nile Street
Glasgow
G1 2NP
Tel: 0141 225 6999
www.healthcareimprovementscotland.org