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## COMPLAINTS POLICY

We are committed to providing a good service to our customers and aim to give you a high level of satisfaction with our medical services. However, we understand that sometimes this may not be the case and would welcome the opportunity to discuss any complaint further with you. In most cases a quick email or phone discussion can enable us to resolve matters quickly. However, if you are unsatisfied with our response you can make a formal complaint to us:

By post to:

Magenta Medical, Stock Surgery, Common Road, Stock CM4 9NF

Or via email:

[hello@magentamedical.co.uk](mailto:hello@magentamedical.co.uk)

Please let us know what your concerns are; it would also help if you are able to state what you feel would be an acceptable means of resolving your complaint. It would also help us if the complaint is made as soon as the issue is identified as the more time that passes, the more difficult it may become to respond fully.

### Complaining on behalf of someone else

If you wish to complain on behalf of someone else then please make sure you supply the written and signed consent of the person you are complaining for, including their consent to reply to you on their behalf. This is to ensure that we maintain security of potentially sensitive information that we may hold.

### Process

- We will acknowledge receipt of your complaint within 3 working days.
- If the complaint involves other agencies, individuals or companies that we work with, we may be required to discuss your complaint with them, however we will always ask for your consent to do so first.

- We would usually arrange a meeting with you to discuss your complaint and redress further. We can either do this by telephone, video call or in person, depending on your preference and mutual availability.
- Investigation of your complaint will involve a review of your records to identify the issues that you have raised.
- We aim to provide a final response to your complaint within 4 weeks of receiving the complaint. If this is not possible then we will let you know of the delay and reasons for it at the 4 week point and then every 4 weeks thereafter.

### **Further action**

If you remain unhappy with our response then there is a secondary review procedure available for certification decisions from your national aviation authority e.g. the CAA in the UK. This is outlined on their website e.g. [20240220 Secondary review procedure \(caa.co.uk\)](#)