

## How to make a complaint

I always hope to provide an excellent service to my patients. If you have any concerns, please do not hesitate to contact me about it.

Issues are most easily dealt with informally but if you wish to lodge a formal complaint, this is the process.

### Lodge your complaint

Please write as much information and details as you can about your concerns, including dates and times of events.



### Acknowledgement

Your complaint will be acknowledged within 3 working days



### Investigation

You may be asked for additional information to assist in reviewing your concerns. This process may take up to 28 working days.



### Outcome

The outcome of your complaint will be sent with information about evidence considered and reasons for the outcome. You are able to appeal the outcome if you are not happy

Send your complaint letter / email to [complaints@gctherapies.co.uk](mailto:complaints@gctherapies.co.uk)  
Use this address if you want to appeal any complaint outcome.

You can also complain to the Healthcare Regulator:  
Care Quality Commission  
03000 616161  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)