**Making a Complaint and Giving Compliments**

Radpid Diagnostics Ltd believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Patients that no-one will be victimised for making a complaint, and we encourage Patients to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Patients to comment when relatively minor matters are a problem to them. It is our policy that all matters which disturb or upset a Patient should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

1. All complaints will be taken seriously; You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days.
2. If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is.
3. All complaints will be acted upon with fairness and impartiality.
4. Patients are entitled to involve an impartial third party in the complaint procedure if they so wish.
5. Patients and their representatives may take their complaints to persons in authority outside the Company if they are not satisfied with the response that they receive from us.
6. We aim to respect your privacy and dignity at all times. Please speak out or speak to the Practice Manager or CQC Registered Manager if your privacy or dignity is not being respected.
7. Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Patient’s explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Patient.

**Compliments, complaints, and feedback Form**

Have the staff been helpful, and you would like to compliment? Have you got a concern after being visited by our staff? Whatever the reason, we would love to have your feedback.

Please fill in the feedback form below and help us improve our diagnostic services in the community.

Title

First Name (required)

Surname (required)

Email (required)

Phone Number

Compliment

Concern

Formal complaint

Feedback