

Berkshire Aviation Medicals – Complaints Resolution Policy

Berkshire Aviation Medicals is committed to providing a high-quality service to our clients.

However, I recognise that sometimes things may go wrong, so if you feel dissatisfied with any aspect of the service I would like to know about it as soon as possible so I can investigate your concerns, explain, apologise where appropriate and take positive action where necessary.

To let us know about something you are unhappy about, please contact Dr Ben Douglas:

contact@berkshireaviationmedicals.co.uk

Please state what has caused your concerns, and also let me know what you consider to be an acceptable resolution of your complaint.

Complaints should normally be made as soon as possible, and within 6 months of the date of the event complained about, or within 6 months of the matter coming to the attention of the complainant.

In order to safeguard medical confidentiality, if you are complaining on behalf of someone else, I will require the written consent of the person to whom the complaint refers, indicating their consent for me to respond to a complaint on their behalf.

Process

- I will acknowledge your complaint within three working days of receipt
- Where your complaint relates to my aviation medicine practice, I may be required to inform the CAA and forward a copy of your complaint to them
 - I will always let you know first if this is required
- I will offer you a meeting to discuss how best we may resolve the issue. At the conclusion of the meeting, I will summarise in writing your complaint and any agreed actions to resolve it
- I aim to provide a full response to you within 20 working days of receipt of the complaint or within 20 working days of the meeting with you
- The investigation will involve reviewing records of the meeting(s) with you and reviewing all the correspondence and clinical records as well as statements provided by clinicians and others involved
- If the investigation is still in progress after 20 working days, a letter will be sent to you explaining the delay. In any event a holding letter will be sent every 20 working days where an investigation is continuing
- If indicated from the investigations, I will improve our policies and procedures to reduce the risk of the same issue arising again
- A final letter will be sent to you setting out the results of investigations

Next steps

If you remain dissatisfied with the outcome, you may refer the matter to:

Medical Department
Civil Aviation Authority
Aviation House
Beehive Ring Road
Crawley
West Sussex
RH6 0YR

medicalweb@caa.co.uk