

Procedure – Complaints Procedure

Document Ref: CO-PR-CP-0918-1.0

Contents

1.0. Scope	1
2.0. Process	1
2.1 How to contact us	1
2.2 What detail should my complaint contain?	1
2.3 How long will it take for my complaint to be responded to?	1
2.4 What if I am not satisfied with the response to my complaint?	2

1.0. Scope

The purpose of this document is to detail how an individual can make a complaint to Alert Health, the process and the timescales involved.

2.0. Process

2.1 How to contact us

A complaint can be made verbally, by letter or by email to:

Amy MacRae
Managing Director
Alert Health Ltd
Ground Floor, Aurora House
8 Inverness Campus
Inverness
IV2 5NA

Tel: 01463 710 441
Email: feedback@alerthealth.co.uk

2.2 What detail should my complaint contain?

We require:

- Your name
- The reason for your complaint
- The background detail of your complaint

2.3 How long will it take for my complaint to be responded to?

You will receive an initial acknowledgement within 3 working days. The final response to your complaint, which may require input from several staff members, will take no longer than 14 days.

Once PRINTED, this is an UNCONTROLLED DOCUMENT

Procedure – Complaints Procedure

Document Ref: CO-PR-CP-0918-1.0

Please note we will respond using the method of communication you have used, unless you stipulate otherwise.

2.4 What if I am not satisfied with the response to my complaint?

Alert Health is regulated by Healthcare Improvement Scotland (HIS), a Scottish Government body. inspect us to make sure we are delivering a person centred, safe and effective service. If you are dissatisfied with our final response to your complaint, they can be contacted at:

Healthcare Improvement Scotland
Independent Healthcare Team
Gyle Square
1 South Gyle Crescent
Edinburgh
EN12 9EB

Telephone: 0131 623 4342
Email: hcis.clinicregulation@nhs.net

Once PRINTED, this is an UNCONTROLLED DOCUMENT