

Complaints Policy

I try very hard to provide a personal, comprehensive and high quality service to all clients. At times the service may not reach your expectations, or you may feel it lacking in some other respect.

You should feel free to raise any matters of concern at the time of your medical so that I have the opportunity to attempt resolution at the time.

If you feel unable to do this, for whatever reason, then you may complain by letter or e-mail.

I will acknowledge your communication within 48 hours of receipt, and respond in full within seven days of receipt.