

# The Lomond Clinic Complaints Policy

DATE April 2024 REVIEW DATE April 2027

Reviewer Name : Jill du Toit

## Complaints Policy

At The Lomond clinic we pride ourselves in delivering outstanding professional customer service to all our clients. We treat all our clients with the utmost care, compassion, and respect, however there may be times when the service that you have received does not meet the high standards that we aim to deliver.

Should this happen, the most effective way to resolve any concern is by letting the Clinic Manager or Practitioner know immediately after the service or treatment that you have received. They will listen to you concern and aim to resolve your complaint efficiently and effectively. If you require assistance with making your complaint, we will be pleased to help and support you through the process.

It is best to make your complaint as soon as possible, as memories will be fresher, and it will be easier to investigate the facts.

We will always aim to resolve your complaint as soon as we receive it, however where this is not possible, the complaint will be investigated by the Clinic Manager and you will receive a acknowledgement of your complaint within 3 working days. This may be made by email, letter, or telephone.

The Clinic Manager will provide you with a written response within 20 working days from the acknowledgment of your complaint, however if the complaint is of a complicated nature it may take longer to investigate in which case you will be kept informed.

If you are not happy with the response that you have received from the Clinic Manager your complaint will be escalated.

Should you remain unhappy with our final response or investigation you may be able to refer your complaint to the Independent Sector Complaints Adjudication Service at [www.iscas.org.uk](http://www.iscas.org.uk). You must do this within six months of the date of the final response.

Please be aware that you may contact Healthcare Improvement Scotland at any time  
Delta House 50 West Nile St, Glasgow G1 2NP  
0141 225 6999  
[his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)