

Complaints Policy

Any complaints will be dealt with in the upmost compassion, openness and understanding of the situation.

If you have concerns or wish to make a complaint please put this in writing to our registered manager Dr Edward Hatley, 76 Harley Street, London. W1G 7HH or email drhatley@restorationhealthlondon.com

We aim to acknowledge receipt of your written complaint within 3 working days and will respond again within 20 working days as soon as a full investigation has been performed.

Thereafter, if you feel your complaint has not been resolved, you may contact one of the following bodies listed below:

Independent Arbitration Organisation: Centre for Effective Dispute Resolution

Address:

International Dispute Resolution Centre

70 Fleet Street

London

EC4Y 1EU

Tel: +44 (0)20 7536 6000

Web: www.cedr.com

The General Medical Council Tel: 0161 923 6602

350 Euston Road www.gmc-uk.org

London

NW1 3JN

Care Quality Commission

CQC Healthcare Tel: 03000 616161

Citygate Email: enquiries@cqc.org.uk

Gallowgate Web: www.cqc.org.uk

Newcastle upon Tyne

NE1 4PA