

Your feedback matters to us!

We believe that all feedback is valuable for improving patient safety and enhancing the quality of care we provide. We always strive to do the best we can for you but sadly sometimes we may fall short of your expectations and we genuinely want to know why. Your comments and opinions are important to us and we review all feedback received.

If you have a complaint

We are committed to addressing your complaint promptly. The sooner you inform us about your concern, the faster we can work towards resolving it.

We aim to resolve your complaint every time and at the earliest opportunity. In the rare instance you are not completely satisfied following our internal complaints process, you have the option to escalate your complaint to the Parliamentary and Health Service Ombudsman as a final resort.

You may also choose to share your experience with the Care Quality Commission (CQC). The CQC does not handle individual complaints but they are always interested in hearing feedback regarding the care you received which informs their assessment process of us. Your feedback to the CQC helps them to ensure that healthcare services in England meet important standards of safety and quality.

How to make a complaint

Our complaints procedure consists of three stages of escalation designed to address and resolve your complaint as swiftly as possible.

Stage 1. Local Resolution



To make a complaint, contact us using one of the three methods below



Call us

08000 112 113

Monday - Friday
8:00am - 6:00pm



Email us

feedback@medefer.com

Providing as much
information as you can



Write to us

Patient Experience Team
Medefer Limited
19 Eastbourne Terrace
London, W2 6LG

We will acknowledge your written complaint within three working days and start to investigate upon hearing from you.

Our aim is to provide you with a comprehensive response, including an explanation, apology [if necessary] and appropriate actions, usually within 30 working days. If the investigation requires more time, we will keep you informed through regular communication. For complex complaints we will provide progress reports to keep you informed.

We may suggest meeting you to discuss your concerns and work towards a resolution.

Stage 2 & 3



Stage 2. Internal Review



What happens if I'm not happy with the resolution?

If you are not happy with the response provided or feel the matter is not resolved, you can request an internal review by writing to the **Chief Executive Officer (CEO), Medefer Limited, 19 Eastbourne Terrace, London, W2 6LG**

Alternatively, you can email feedback@medefer.com with the subject Complaint Stage Two. The CEO will review the complaint and either confirm the decisions and actions taken previously provided or reach an alternative decision to help resolve the matter.

Stage 3. Further Action



Still not resolved?

If you are still dissatisfied after Stages One and Two, you have the option to request an external review of your complaint from the Parliamentary Health Service Ombudsman (PHSO).

<https://www.ombudsman.org.uk/making-complaint>

Complaints on behalf of someone else

Please be aware that we strictly adhere to medical confidentiality rules.

If you are lodging a complaint on behalf of someone else, we require their written permission, unless they are unable to provide due to illness, or you hold their Power of Attorney for their health. Only relevant information related to the complaint will be disclosed. However, if the complainant does not want any information from their health records to be shared, it may impact the extent to which we can investigate and respond to the complaint.



If you need information in a different format or require further assistance, please do not hesitate to contact us at feedback@medefer.com