

Complaints Policy

We are committed to providing a high-quality service and welcome feedback, including complaints, as this helps us to improve our services.

If you are a service user, you may raise a complaint about the services you have received. Complaints regarding another individual's care cannot be accepted without their written consent.

How to make a complaint

Complaints can be submitted **by email** to:

[info@imydiagnostics.com]

Please include as much detail as possible to help us investigate your concern fully.

How we handle complaints

We aim to resolve complaints as quickly and effectively as possible.

- We will acknowledge receipt of your complaint within **3 working days**.
- We aim to investigate and respond to complaints within **20 working days**.
- If the investigation is likely to take longer, we will inform you and keep you updated on progress.

When reviewing a complaint, we seek to understand what happened, why it happened, and whether there are any lessons to be learned. Where appropriate, you may be offered the opportunity to discuss your concerns with the relevant staff member(s) to help resolve the issue.

Once the investigation is complete, you will receive a written response outlining:

- the findings of the investigation;
- any actions taken as a result;
- your options if you remain dissatisfied with the outcome.

If you are still unhappy

If you are not satisfied with the response to your complaint, you may request that the matter be reviewed further by the centre's management.

We are committed to handling complaints fairly, transparently, and confidentially, and to ensuring that making a complaint does not affect the care or service you receive.

Support

If you require support in making a complaint, you may ask a trusted friend, family member, or advocate to assist you.