



## FEEDBACK, SUGGESTIONS & COMPLAINTS

Quest Clinic strives to provide safe and effective services and high-quality care at all times and if you have a compliment, suggestion or complaint we want to hear about it.

- We define a 'compliment' as feedback that a service has been provided well or that an employee or practitioner has been helpful.
- We define a 'suggestion' as an idea or opinion on how a service could be improved and would use this to review our services and drive forward improvements to our services.
- We define a complaint as feedback received, whether justified or not, when someone is not satisfied with an action or lack of action, or about the standard of a service and encourage customers to give feedback when they are not satisfied with the service they have received.

### COMMENTS

A questionnaire and suggestion box is at reception and is checked regularly.

We also welcome your feedback electronically in response to an automated message sent to all customers following their appointment.

You can also speak to the clinic director, practitioners or a member of staff directly or by telephoning the clinic on 01292 286833 or emailing [info@questclinic.co.uk](mailto:info@questclinic.co.uk)

### COMPLAINTS

In the first instance please discuss your complaint with the member of staff or practitioner concerned.

Where an issue cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible.

Please ask for a copy of our complaints policy for full details of our complaints process and response timeframes.

#### Complaints can be made:

1. Verbally by telephone or in person.
2. In writing by letter to Quest Clinic, 28 Miller Road, Ayr KA7 2AY;
3. Email [info@questclinic.co.uk](mailto:info@questclinic.co.uk) This should be for the attention of the clinic director, Joan Boyle, at the clinic email address.
4. Electronic submission via the clinic management system.
5. Complaints can also be made directly to Healthcare Improvement Scotland at any time by telephone on 0131 623 4326 or by electronic submission to [hcis.complaints@nhs.net](mailto:hcis.complaints@nhs.net)