



COMPLAINTS POLICY

The Cryo Doctor strives to meet the needs and wishes of all that use the service. However, we acknowledge that at times you may be disappointed or have cause for concern. Please let us know if this is the case and we would wish to encourage you to bring this to our attention. Your feedback helps to make sure you are heard and provides the opportunity to reflect and make improvements in our service. This partnership is very important to us.

Making a complaint

If you have a complaint, please contact us by letter or email at info@thecryoddoctor.co.uk

We aim to acknowledge your complaint within 3 working days of receiving it.

If you are under 16 years, you may complain yourself, if you are able to do so. A representative may act on your behalf if there is good reason to do so.

If you are a child or feel you need a representative, we should be satisfied that your representative is acting in your best interests.

You may contact Healthcare Improvement Scotland to make a complaint at any time (contact details below).

Time limit

Please note complaints should be made within 6 months of the incident. After this time period, consideration will be given if there is satisfactory reason for the delay and it is still possible to investigate this fairly and effectively.

What happens next

Complaints will be investigated, and a response provided within 20 working days.

We aim to determine what happened and why. You will be invited to meet and discuss this and to reflect on the experience you have had. We will identify what improvements can be made and endeavour to ensure that it does not occur again.

You will be provided with a full explanation and where appropriate, an apology, and further opportunity to meet to help bring a closure to your experience.

Further action

If we have not responded to your satisfaction, you have the option to take this further and approach Healthcare Improvement Scotland. Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant.

Contact details are:

Healthcare Improvement, Scotland Independent Healthcare Team
Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB T: 0131 623 4342
E: his.ihsregulation@nhs.scot

Review

The Cryo Doctor values your feedback and reviews complaints annually. These are shared routinely with Healthcare Improvement Scotland.