

COMPLAINTS POLICY & PROCEDURE

HOW TO COMPLAIN

- **We** operate a complaint procedure, which meets national criteria.
- **Please let us know if** you have a complaint or concern about the service you have received from;
 - Aeromedical Services Ltd, or
 - Dr Kenneth G Dawson a doctor licensed to practice, and registered with the General Medical Council (GMC No. 1314472), acting in his capacity as an Authorised Medical Examiner for the United Kingdom Civil Aviation Authority and Occupational Health Physician.
- **We** hope that we can sort most problems out easily and quickly, often at the time they arise and with the doctor concerned directly.
- **If** you wish to make a formal complaint please do so **AS SOON AS POSSIBLE**, and Ideally within a matter of a few days. This will enable us to establish what happened more easily.
- **If** doing that is not possible your complaint should be submitted within 12 months of the incident that caused the complaint.
- **You should** address your complaint in writing to Dr K G Dawson, Vienna House, Birmingham International Park, Starley Way, Marston Green, Solihull, B37 7HB.
- **Please** be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be acceptable, unless they are incapable of providing this.

WHAT WE WILL DO

- **We** will acknowledge your complaint within 3 working days
- **We** aim to have fully investigated your complaint within 10 working days of the date it was received.
- **If** we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.
- **When** we look into your complaint,
 - We will investigate all the circumstances;
 - We will make it possible for you to discuss the problem.
- **We** will make sure you receive an apology, if this is appropriate, and, if necessary, we will take steps to make sure this problem does not arise again.
- **We** will send you a final letter setting out the result of any investigations.

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to;

United Kingdom Civil Aviation Authority | Aeromedical Section | Aviation House | Gatwick Airport South | West Sussex | RH6 0YR | Tel 01293 573700, giving all the relevant details, and quoting ref AME10030 COMPLAINT.