

COMPLAINTS AND FEEDBACK



108
HARLEY
STREET
LONDON W1G 7ET

At 108 Harley Street we take your care very seriously and our quarterly patient questionnaires survey tells us we're doing a great job!

On occasions a patient may wish to make a complaint or provide us with feedback on their experience with us.

If you would like to make a formal complaint

Please put your complaint in writing to the Practice Manager

Clair Linnane

108 Harley Street

London

W1G 7ET

clair@108harleystreet.co.uk

The practice Manager will acknowledge your complaint within two working days and provide a full written response within twenty working days.

If you are dissatisfied with the outcome or seek arbitration you can contact the Care Quality Commission

Care Quality Commission

www.cqc.org.uk

enquiries@cqc.org.uk

03000 616161

If you would like to provide feedback

The Practice Manager reviews every single patient questionnaire

Thank you

Clair Linnane

Practice Manager