

Complaints Policy

Our Commitment

At 3H Clinic, we are committed to providing compassionate, professional and high-quality care. We value feedback from our patients and view concerns, comments and complaints as opportunities to learn and improve our services. However, we acknowledge there might be times when your expectations are not met. If you are unhappy with any aspect of your experience at 3H Clinic, we encourage you to tell us so we can address it. We will listen carefully, investigate fairly and do our best to resolve matters promptly and respectfully. We will never allow a complaint to affect the care, support or respect you receive from us.

How to Make a Complaint

Complaints may be made in person, by telephone, by email or in writing. Please include your name, contact details, dates, a description of the concern and your preferred outcome. Complaints should be sent to Dr Javier Gomez at complaints@3hclinic.com

Who Can Make a Complaint?

A complaint may be made by a current patient, former patient or an authorised representative. Where a third party submits a complaint, written consent may be required before confidential information can be discussed.

What Happens When We Receive a Complaint?

We will acknowledge your complaint within three working days. A fair investigation will be undertaken, including review of records and relevant information. We aim to provide a full response within 21 working days and will keep you informed if additional time is required.

Resolution

Our written response will explain our findings, any actions taken, lessons learned and, where appropriate, offer an apology.

If You Remain Dissatisfied

If you remain dissatisfied after receiving our final response, you may seek advice from the relevant professional regulator governing your practitioner, where applicable.

You may also contact the Information Commissioner's Office (ICO) if you have concerns about your personal information:

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

Learning and Improvement

All complaints are reviewed to identify trends, improve services, support staff development and reduce the likelihood of recurrence.

Our Promise to You

All complaints are treated with the utmost confidentiality and in accordance with applicable data protection legislation. Raising a concern or complaint will not affect your current or future care.

We view complaints as an opportunity to learn and improve. Thank you for helping us enhance our services.

For further information about our complaints process, please contact us directly.

We will listen without judgement, treat you with courtesy and respect, investigate fairly, maintain confidentiality, keep you informed throughout the process, and learn from feedback to improve our services.