

At VISIO Health, your satisfaction and wellbeing are our top priorities. We are committed to providing the highest standard of care and service. However, if you feel that we have not met your expectations, we want to hear from you. Your feedback is invaluable in helping us improve our services and ensure that we continue to meet your needs.

How to Make a Complaint

If you have a complaint, please let us know as soon as possible. You can make a complaint in the following ways:

1. In Person: Speak directly to a member of our team during your visit.
2. By Phone: Call us on 0800 032 2020.
3. By Email: Send your complaint to info@visiohealth.co.uk.
4. By Post: Write to us at VISIO Health, Unit 3-4, The Courtyard, Riverside West, Wooburn Green, Buckinghamshire, HP10 0DG.

What Happens Next

1. Acknowledgement: We will acknowledge your complaint within two working days of receipt.
2. Investigation: Your complaint will be thoroughly investigated by a senior member of our team.
3. Response: We aim to provide a full response within 20 working days. If more time is needed, we will keep you informed of the progress and the reasons for any delay.

Our Commitment to You

- Respect and Confidentiality: Your complaint will be handled with the utmost respect and confidentiality.
- Fairness: We will ensure that your complaint is investigated impartially and fairly.
- Resolution: We will do our best to resolve your complaint to your satisfaction and learn from your feedback to improve our services.

ISCAS (Independent Sector Complaints Adjudication Service)

If you are not satisfied with our response, you have the right to escalate your complaint to the Independent Sector Complaints Adjudication Service (ISCAS). ISCAS provides an independent review of complaints about independent healthcare providers.

How to Contact ISCAS

1. By Email: info@iscas.org.uk
2. By Post: ISCAS, 70 Fleet Street, London, EC4Y 1EU

ISCAS Process

1. Stage 1: Local Resolution: Raise your complaint directly with VISIO Health. We will investigate and respond to your complaint.
2. Stage 2: Internal Review: If you are not satisfied with the response, you can request an internal review by a senior member of our team.
3. Stage 3: Independent Adjudication: If you remain dissatisfied, you can refer your complaint to ISCAS for independent adjudication. ISCAS will review your complaint and provide a final decision.

Care Quality Commission (CQC)

If you are still not satisfied after the ISCAS process, you can contact the Care Quality Commission (CQC). The CQC is the independent regulator of health and social care in England.

How to Contact CQC

1. By Phone: 03000 616161
2. By Email: enquiries@cqc.org.uk
3. By Post: CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

General Medical Council (GMC)

If your complaint involves a doctor and you are not satisfied with the outcome after contacting ISCAS and CQC, you can escalate your complaint to the General Medical Council (GMC). The GMC is the regulatory body for doctors in the UK.

How to Contact GMC

1. By Phone: 0161 923 6602
2. By Email: gmc@gmc-uk.org
3. By Post: General Medical Council, 3 Hardman Street, Manchester, M3 3AW

Feedback and Follow-Up

We value your feedback and may contact you to ensure that you are satisfied with the outcome of your complaint. Your insights help us to continually enhance the quality of care we provide.

Thank you for helping us to maintain the high standards of service at VISIO Health. Your health is our vision, and your feedback is our guide.