

## **Integrative Health Complaints Policy**

At Integrative Health, led by Dr. Amina Davison, we aim to provide exemplary service and care to our patients. However, we acknowledge there might be times when your expectations aren't met. If you have a concern or complaint about the service you've received, we encourage you to let us know so we can address it.

### **Our Promise:**

- We will listen to your concerns.
- We will investigate thoroughly and provide a clear response.
- We aim to learn and improve from every complaint.

### **Making a Complaint:**

If something isn't right, please tell us as soon as possible. This helps us understand and resolve the issue more effectively. You can submit your complaint to Dr. Amina Davison directly via [complaints@draminadavison.com](mailto:complaints@draminadavison.com). If you need help making your complaint, we're here to assist.

### **What Happens Next:**

- **Acknowledgment:** We'll acknowledge your complaint within three working days.
- **Investigation:** A thorough investigation will be conducted. We aim to respond fully within 21 working days. If more time is needed, we'll keep you informed.
- **Resolution:** We strive for a satisfactory resolution, including an apology where appropriate, an explanation of what happened, and the steps we're taking to prevent recurrence.

### **Further Steps:**

If you're not satisfied with our response, further options are available, including referral to our complaints handling partner or the Independent Doctors Federation (IDF) for an additional review. You also have the right to contact the Care Quality Commission (CQC) at any stage.

### **Confidentiality:**

All complaints are treated with the utmost confidentiality and will not affect your future care.

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

For more detailed information or to view our full complaints procedure, please visit our website or contact us directly.