



COMPLAINTS PROCEDURE

Complaints can be made about the following services:

MedAssistant Ltd, who will deal with all levels of complaints:

Complaints should be made in writing either by post or email.

- a. Post: MedAssistant | 117 Saltmarket | Glasgow | G1 5LF
- b. Email: clinic@medassistant.co.uk

Health Improvement Scotland will process complaints regarding MedAssistant Ltd concerning the following:

- the quality of care and/or treatment-experienced
- care environment or equipment issues
- poor treatment by a member of the staff
- operational and procedural issues
- the service/provider's failure to follow the appropriate process
- lack of information provided by the service/provider

You can contact Health Improvement Scotland directly or if you are unhappy with a response from MedAssistant Ltd.

To contact Health Improvement Scotland:

Complaints should be made in writing either by post or email.

- a. Post:
Health Improvement Scotland | Gyle Square | Edinburgh | EH12 9EB
- b. Email: his.ihcregulation@nhs.scot

**OUR STAFF WILL BE HAPPY TO PROVIDE ALL
INFORMATION REGARDING COMPLAINTS.**