



The Well Centre appreciates your feedback which can be submitted via email on hello@thewellcentre.co.uk, phone on 0792 1511 101, or by asking to speak to a member of staff in person.

If you have a complaint, please let us know as soon as possible, so we are able to resolve it as soon as possible. We shall deal with any complaints appropriately as per our complaint procedure. We may require you to complete a complaints form and return it to us.

- The Well Centre will investigate any complaints made verbally or in writing by a patient/carer or third party. We will keep you updated on the results of the investigation.
- We shall discuss the investigation with you. If we are in the wrong, we shall send you a formal apology.

At our clinic, all patients and carers are provided with an anonymous feedback form, together with a CQC feedback card, which can be posted in the box.

If the complaint is in relation to the professional standards or behaviour of one of our consultants and if you are not satisfied with the way we have dealt with your concerns, you can report your report your complaint to the GMC [here](#). You may also wish to contact third parties such as the CQC directly.