

Guidance on Making a Complaint

How to complain

We do our best to provide an excellent service to all our customers but sometimes things go wrong. If you are unhappy with the service provided by Bodycare Clinics Limited, you can make a complaint by:

- Email - complaints@bodycareclinics.com
- By post. Please write to us at:
Bodycare Clinics Limited
Q6, Quorum Business Park
Benton Lane
Newcastle Upon Tyne
NE12 8BT
- Telephone - **03335772377**, Monday to Friday 9am to 5pm.

Please inform us if you need any extra support.

Who can make a complaint

A complaint can be raised by:

- You
- The named litigation friend or any person with written or verbal consent of the claimant

What to expect

All complaints will be dealt with fairly and with an open and transparent approach.

Upon receiving your complaint, it is brought to the attention of the Team Leader or Team Manager and an internal investigation is undertaken. During this process, if we need further information, we may contact you, your solicitor or other Instructing Party if you have one or the expert/ therapist you have seen.

If you are represented by a solicitor we may contact them about your complaint if you have not done so already.

Our response will detail the results of our investigation. If we cannot provide a response within the time frames below we will let you know why and update you on the progress of the complaint.

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Resolving a complaint - Time Frames

We aim to acknowledge your complaint within 2 working days of receiving the complaint.

We deal with all complaints in a timely manner and we aim to resolve your complaint within:

- Service Related Complaints – Complaints relating to Bodycare Clinics Limited service will be internally investigated and a prompt response will be provided. It is expected that responses will be provided within 5 working days.
- Expert/Therapist Related Complaints – Complaints relating to the service of experts/therapists will be investigated by making direct contact with the expert/therapist. It is expected that responses will be provided within 10 working days. Please note, if your complaint relates to the content of the medical report, we can only ask the expert to make factual amendments that are material to your case.

If the complaint is still not resolved it is escalated to a Senior Manager or Director for a final decision.

Unacceptable Behaviour

Whilst we aim to handle and resolve all complaints, we may be unable to proceed with your complaint due to:

- a) Aggressive or abusive conduct e.g.
 - Yelling, swearing or screaming
 - Sexual or personal attack or attack of protected characteristics
 - Threats including intimidation
- b) Unreasonable demands
- c) Inappropriate conduct or demands