



Complaints Policy

We continue to strive to deliver excellent customer service but understand that occasionally things can go wrong and we therefore value your input and feedback to enhance and progress our service even further.

Step 1: You can get in touch with us during the following office hours of 9.00am to 17.30pm Monday to Thursday, 9.00am to 17.00pm Friday on 0151 733 3000 or contact our dedicated out of hours department on the same number.

You can also register any complaint in writing to our Chief Compliance Officer by using the website, dedicated email address - Team@skmedical.co.uk or by letter –

Chief Compliance Officer,
Complaints,
SK Medical Practice Limited,
SK House,
Tapton Way,
Wavertree Business Village,
Liverpool,
L13 1DA

SK Medical Practice Limited have adopted a vigorous and robust complaints procedure, ensuring we acknowledge your complaint via a detailed written or electronic notification within 48 hours, investigate it thoroughly and provide a written response and/or resolution within 20 working days.

SK Medical Practice aim to:

- Deal with any complaint openly and thoroughly
- Resolve complaints promptly
- Update you on the progress of the complaint throughout the process
- Provide at a satisfactory conclusion for all parties
- Strive to learn from all complaints made to improve our processes

SK Medical Practice Limited reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where the company waive this requirement at our discretion. SK Medical Practice Limited will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.

If the process needs further time we will notify you, detailing any issues.

Within 20 working days from your last notification we will inform you of our final response.

Step 2:



Should our response be unsatisfactory or a complaint is not resolved after this time, you may refer the complaint, in writing, to our CEO Mr Steven Kenny at the above address.

Step 3

If following the first and second steps, you feel the complaint has still not been fully resolved to your satisfaction, a complaint can be registered with our governing body Medco who can review your complaint further.

All complaints must be made in writing via their dedicated email address:

enquiries@medco.org.uk