
PATIENT INFORMATION

Complaints: Our Commitment to You

How we listen, respond, and learn when something has not gone the way it should.

Our commitment to you

Verkind is committed to safe, high quality, patient centred care. If any part of your care or experience with us falls short of that, we want to know. Every concern is taken seriously, looked into properly, and used to make our service better. Raising a concern will never affect the care you receive from us now or in the future, and we will always treat you with respect throughout the process.

How to complain

Email: support@verkind.co.uk

Phone: 0247 745 0738

Or: through our website, or directly with any member of staff

Please include your full name, date of birth, and as much detail as you can about what happened and when. We ask that complaints are raised within 12 months of the event, or of you becoming aware of it.

What happens next

- 1 We acknowledge your complaint within 3 working days, and let you know who is looking into it.
- 2 We investigate what happened. This may include reviewing your care record and speaking with the team involved, normally completed within 20 working days.
- 3 We send you a full written response covering what we found, whether your complaint is upheld, any apology due, and what we are doing as a result. If we need longer, we will explain why and keep you updated.

How we use what you tell us

Every complaint is reviewed by our Clinical Governance Committee alongside other feedback and incident data. We look for patterns, not just individual cases, and use what we find to shape training, improve our processes, and strengthen the care we provide across the clinic.

If you are still unhappy

If you remain dissatisfied once we have responded, you can take your complaint to **HSCAMP (Health and Social Care Complaint Management and Prevention Partners)**, the independent scheme Verkind belongs to:

hscamp.co.uk/complaint-process. You can also seek independent legal advice, or raise a concern with the relevant professional regulator if it relates to the fitness to practise of a specific healthcare professional.