

Would you like to provide feedback on the service that you received?



At The clinic@78 we strive to provide our patients with the best service possible. Your feedback allows us to address any concerns that you may have and improve our service. If you are unhappy with any part of our service, please let us know.

How do I raise a concern or complaint?

We encourage you to first speak with a member of staff involved in your care. If you do this, we can try to resolve your concern / complaint at the time.

If you prefer not to speak to the staff involved in your care, you can ask to speak to the Clinic Manager.

Alternatively, you can write to or call the Clinic Manager via:

Post: The clinic@78, 78 Poole Road, Bournemouth, BH4 9DZ

Telephone: 01202 767000 | **Email:** info@clinic78.co.uk

So we can fully investigate your concern / complaint, please include:

- Your full name, address, date of birth
- As much information as possible about what happened, when and who was involved
- How you would like us to resolve this matter

If a representative is raising a concern / complaint on your behalf please note we will require your permission for us to deal with them in finding a resolution to the matter.