

## Complaints procedure

Gloster Aviation Medicals is committed to providing a high quality service to clients however we understand that sometimes things do not go to plan. If you would like to discuss an issue, or make a complaint about the care you have received we ask that you tell us as soon as possible. You can do this during your examination, or by telephone, email or post at a later date.

We will:

- Acknowledge your complaint within 7 days and provide a full written response within 28 days
- Conduct an internal investigation of the circumstances surrounding the complaint
- Keep you informed of progress and tell you the outcome
- Treat you fairly, politely and with respect
- Ensure that your care will not be affected as a result of making a complaint
- Offer you a telephone call or face-to-face meeting to discuss your complaint further
- Offer an apology if appropriate
- Ensure appropriate action is taken following your complaint

If you remain unhappy we can involve an independent adjudication service.

If the complaint is related to a medical licensing decision we have made in conjunction with the CAA, an EASA state, or the FAA then you can request a secondary review with the relevant licensing authority. We can explain how to do this.