



# Complaints Policy

## Introduction

Aviation Medical Services North East is committed to delivering the highest standards of service to our clients. We aim to ensure that your experience with our medical services is consistently positive. However, we recognise that there may be occasions when you are not fully satisfied. We welcome the opportunity to hear your concerns and to resolve any issues in a fair and timely manner.

## Submitting a Complaint

In many cases, a brief discussion by telephone or email can resolve matters quickly. If, however, you remain dissatisfied, you are entitled to raise a formal complaint with us via email: [info@aviationmedicalservices.com](mailto:info@aviationmedicalservices.com).

When submitting a complaint, please provide as much detail as possible regarding your concerns. It is also helpful if you can suggest how you believe the matter could be satisfactorily resolved. We encourage complaints to be raised as soon as possible after the issue arises, as this enables us to conduct a thorough and effective investigation.

## Complaints on Behalf of Another Person

If you wish to raise a complaint on behalf of someone else, we require the written and signed consent of the individual concerned. This consent must confirm their agreement for us to respond directly to you on their behalf. This requirement is in place to safeguard the confidentiality of any sensitive information we hold.

## Our Complaints Process

- We will acknowledge receipt of your complaint within five (5) working days.
- Where your complaint involves third-party organisations or professionals with whom we work, we may need to share relevant details in order to investigate thoroughly. Your consent will always be sought before doing so.
- We will usually arrange a discussion with you to explore your concerns and potential resolutions. This can be conducted via telephone, video consultation, or in person, depending on your preference and availability.
- We will review all relevant records and documentation in order to investigate the matters raised.



- Our aim is to provide you with a full written response within four (4) weeks of receiving your complaint. If additional time is required, we will inform you of the reasons for the delay at the four-week point and provide updates at least every four (4) weeks thereafter until the matter is concluded.

## **Escalation and Further Action**

If you remain dissatisfied with our response, you may have the right to request a secondary review of certification decisions through your national aviation authority (for example, the Civil Aviation Authority (CAA) in the United Kingdom). Further information on this process can be found on the relevant authority's website (e.g. 'Secondary Review Procedure' on the CAA website).

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