

# **MEDI AID (UK) LTD**

## **Our Complaints Procedure**

At Medi Aid we take complaints about our services seriously. Any complaint we get will be investigated fully.

If you feel you need to make a complaint, please speak to the trainer or if you feel this is inappropriate, please contact the office, where someone will be able to help sort through any problems that have arisen. If you would prefer to raise your concerns directly with the office manger please feel free to do so.

You can make a complaint about the service you have received from Medi Aid by any of the following means.

By Phone: 01634 540 999

By Fax: 01634 361 114

By Email: [admin@mediaid.co.uk](mailto:admin@mediaid.co.uk)

By post to our registered office.

## **OUR PROMISE**

We promise to:

- Deal fairly and promptly with all complaints
- Strive to resolve complaints straight away, where possible
- Respond to you in writing once our investigations are complete
- Keep you informed of our progress.