

Complaints Procedure

We regularly review the way we provide services that are offered to our patients. To do this effectively, we need to know your views about the clinic. We want to know what you think we do well, where we have not met your needs, and encourage you to put forward any ideas and suggestions you may have to improve the service.

How to make a complaint

If you have a complaint about any aspect of the clinic, please let us know as soon as possible. If you make a complaint, it will not have an adverse effect on your care, treatment or support.

If you are unable to raise your complaint immediately, please give the details of your complaint to us within 12 months of the incident, or within 12 months from when the complaint comes to your notice. We will acknowledge your complaint within three working days.

First steps

In the first instance, please discuss your complaint with a member of staff. Where the issue cannot be resolved immediately, please contact the Business Manager who will try to resolve the issue or offer you advice on our complaints procedure. If your problem cannot be resolved and you wish to make a formal complaint please contact us using the methods below.

How to contact us to make a complaint

You can make a complaint by contacting us in the following ways;

Post: Castlewood Avenue, Rathmines, DUBLIN, 6, Ireland

Email: Info@myaccessclinics.ie

Telephone: 0203 983 4007

Website: myaccessclinic.ie



Making a complaint on behalf of someone else

If you are making a complaint on behalf of someone else, we need to know that you have their permission to do so in order to ensure we maintain patient confidentiality. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

How we deal with your complaint

We will deal with your complaint promptly and efficiently. We will:

- Discuss your complaint with you and establish the full circumstances
- Offer an apology, where this is appropriate
- Update you within 20 days
- Have a solution to your complaint within 40 days
- Identify what we could do to prevent the problem occurring again

Advice and other ways to make a complaint

If you are unable to raise your complaint with us, or would like external advice about making a complaint, you can contact the Competition and Consumer Protection Commission (CCPC): ccpc.ie/consumers/consumers-home/contact/report-a-consumer-protection-issue/ Please note that the CCPC has separate complaint letter templates for complaints about faulty goods and for complaints about poor service.