

How to make a complaint



Sapphire Medical Clinics recognises the importance and value of an effective process of complaints handling as part of a comprehensive framework of quality improvement activity in accordance with regulatory review and in line with the development and implementation of Clinical Governance.

Sapphire Medical Clinics will ensure that the handling and consideration of complaints is actioned appropriately, that arrangements are in place to ensure complaints are dealt with speedily and efficiently, and that complainants are treated courteously and sympathetically and are as far as possible involved in decisions about how their complaints are handled and considered.

