

Complaints procedure

If you have a complaint, please address your letter to “The Complaints Officer” **Mrs Joanne Evans**.

All complaints will receive a written acknowledgment within 48 hours of receipt of your complaint.

All parties involved will be asked to write a statement about your care and complaint.

A full response will be made within 25 working days of receipt of your complaint.

Where the investigation is still in progress, a letter explaining the reason for the delay will be sent to you and a full response made within five working days of a conclusion being reached.

Complaints relating to IVF treatments will be dealt with in accordance with the HFEA guidelines.

The Clinic keeps a register of all complaints received, the investigations and their outcomes.

Procedures are in place that enable King’s Fertility to learn from issues raised in complaints, so we can improve our service and practice.

You can complain directly to the HFEA www.hfea.gov.uk
Tel: 0207 291 8200