

CONCERNS & COMPLAINTS

We want our clients to receive the best possible care and consideration from everyone at the CRGH. We are always looking for ways to improve, and value your compliments, comments, concerns, and complaints about all aspects of our service.

It is always better for you to raise an issue immediately, so that we can respond and hopefully resolve any issue as soon as it arises. If you have a concern you can speak to any member of your care team, or – if you prefer – ask to speak to a senior manager from the relevant department. If the senior management team are unable to help and you wish to escalate your concern to a formal complaint, you can contact us by email or letter:

Jonathon Lawrence
Chief Operating Officer

Email
feedback@crgh.co.uk

Post
Jonathon Lawrence
CRGH
230-232 Great Portland Street
London
W1W 5QS

We will acknowledge written complaints within 3 working days and provide a written response within 30 days of receipt. If the investigation is still ongoing at 30 days, we will write and provide you with an update.

We will investigate every complaint thoroughly, fairly, and promptly. Our goal is to resolve your concerns and use your feedback to improve the quality of our service wherever possible.

If you are not satisfied with our response, you have 30 days in which to challenge our findings. If we do not hear from you within this time, we will consider the complaint satisfactorily resolved.

The time limit for initiating a complaint is 6 months from the date of occurrence, or 6 months from when you became aware of the cause for complaint, provided this is no more than 12 months after the event.

If you are not satisfied with our response, you are entitled to escalate your complaint to a member of the CRGH Board of Directors, (details will be provided upon request). Finally, if you feel the complaint is still unresolved, you are entitled to contact the Human Fertilisation and Embryology Authority (HFEA):

Human Fertilisation & Embryology Authority
Complaints Department

Email : enquiriesteam@hfea.gov.uk

Due to the Covid-19 pandemic, the HFEA are not able to receive complaints by post at this time.

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