

Complaints Resolution Policy

AME Partners is committed to provision of a high-quality service to our clients. However, if you feel dissatisfied with any aspect of our service, we would like to know about it as soon as possible so we can investigate your concerns, explain, apologise where appropriate and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something you are unhappy about, please speak to Gareth Jones, the Practice Manager, in the first instance.

If you are not fully satisfied, you can put your concerns in writing and use our formal Complaint Resolution Procedure.

To start the formal complaint, you should write to:

Dr A Jones, AME Partners Ltd, Corris, Rock Road, Washington, West Sussex, RH20 3BQ

Or via email: contact@aeromeicals.co.uk FAO Dr Jones

You should state what has caused your concerns and make your points clear. Please tell us in your letter/email what you consider to be an acceptable redress or resolution of your complaint.

Complaints should normally be made as soon as possible, and within 6 months of the date of the event complained about, or within 6 months of the matter coming to the attention of the complainant.

Complaining on behalf of someone else

In order to safeguard medical confidentiality, we require the written consent of the person to whom the complaint refers, indicating their consent for us to respond to a complaint on their behalf.

Our process

- We will acknowledge your complaint within three working days of receipt.
- Where your complaint relates to our aeromedical practice, we may be required to inform the CAA and forward a copy of your complaint to them. We will always let you know first.
- You will be offered a meeting to discuss how best we may resolve the issue. At the conclusion of this meeting, we will summarise in writing your complaint and any agreed actions to resolve it.
- We aim to provide a full response to you within 20 working days of receipt of the complaint or within 20 working days of the meeting with you.
- The investigation will involve reviewing records of the meeting(s) with you and reviewing all the correspondence and clinical records as well as statements provided by clinicians and others involved.
- If the investigation is still in progress after 20 working days, a letter will be sent to you explaining the delay. In any event a holding letter will be sent every 20 working days where an investigation is continuing.
- If indicated from the investigations, we will improve our policies and procedures to reduce the risk of the same issue arising again.
- A final letter will be sent to you setting out the results of investigations.

Next steps

- There is a medical appeals procedure/policy available on the CAA website.
- If you remain dissatisfied with the outcome, you may refer the matter to:
Medical Department, Civil Aviation Authority, Aviation House, Beehive Ring Road, Crawley West Sussex. RH6 0YR. medicalweb@caa.co.uk