



v1.0

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# Complaints Procedure

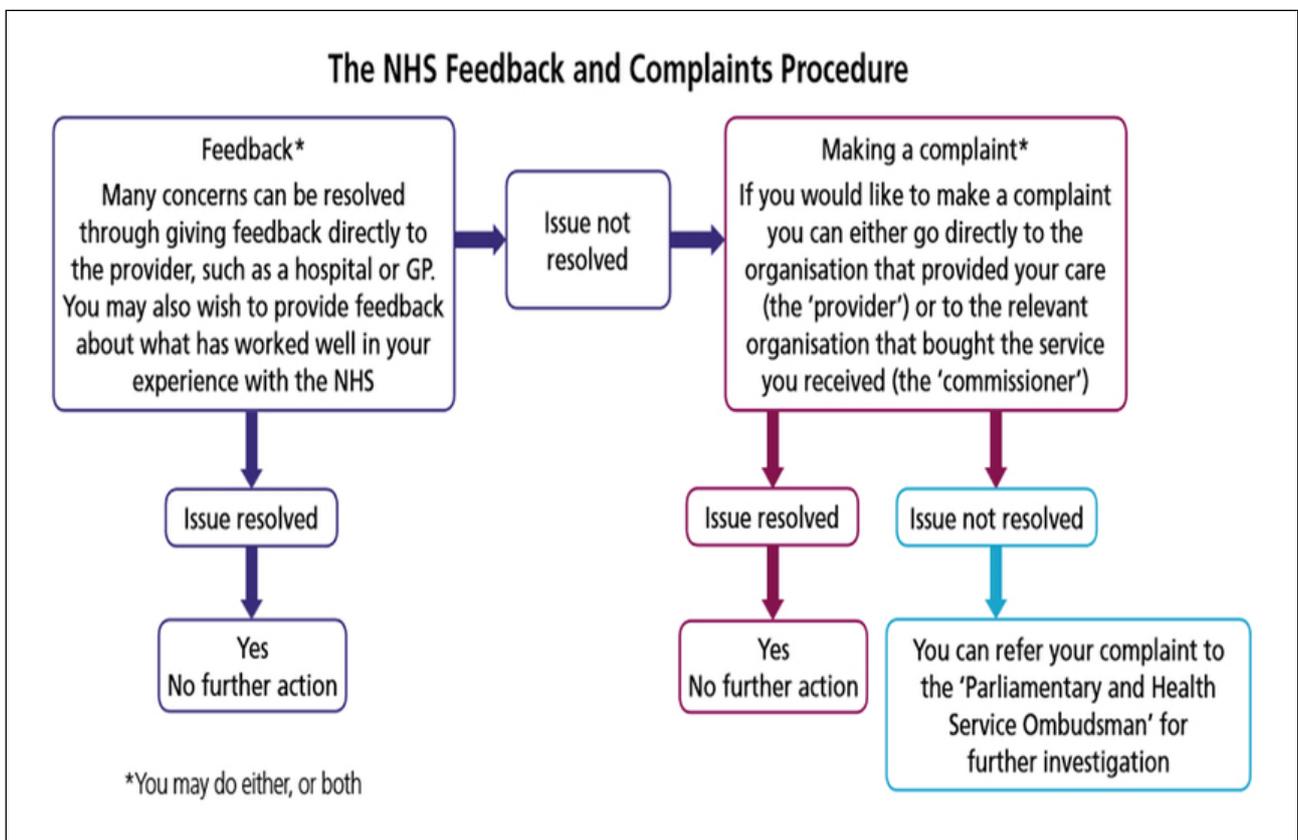
**1 Giving Feedback**

Feedback helps us improve the quality of your care. You can give good or bad feedback by telling Echogenicity about it. For example, you can do this through a ‘satisfaction survey’, or, you can speak to a member of staff.

If you would like to give us written feedback, please visit our website for our contact detail or to fill in our ‘Get in Touch Form’. If you would like to speak to someone please go to our website all of our details are on the contact page. Verity Williams-Curnow will be in touch.

If you are unhappy with an NHS service, it is worthwhile discussing your concerns early on with the provider of the service, as they may be able to sort the issue out quickly. Most problems can be dealt with at this stage but, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

**2. How to make a complaint**



Verity Williams-Curnow is responsible for all aspects of Echogenicity. If you have any feedback, complement or complaint please feel free to contact her. All details are on our website, under the contact tab, if you would like to speak to a human please feel free to call our administrator, her telephone number is on the

appointment letter. Verity will contact you upon receipt of the ‘feedback, complement or complaint’ to confirm receipt. Verity will then investigate this may include site visits and interviews with staff and patients, you can expect a written response within 10 working days.

**Scanning Cornwall’s Hearts**