

Your journey to better health

Complaints Procedure — The Windsor Wellness Clinic

1. Overview

At **The Windsor Wellness Clinic**, we aim to provide high-quality care and excellent patient experience. If you feel that we have not met your expectations, we take your concerns seriously and are committed to dealing with complaints fairly, efficiently and transparently.

2. What Is a Complaint?

A **complaint** is any expression of dissatisfaction about a service, treatment, or experience with our Clinic, doctors, clinicians, or staff. You may make a complaint on your own behalf or on behalf of someone else with their consent.

3. How to Raise a Concern

We encourage patients to raise concerns informally at the time they arise — often a simple conversation can resolve an issue quickly. However, if you wish to make a formal complaint, you can do so:

- **By email:** info@windsorwellnessclinic.com
- **By post:** The Complaints Lead, The Windsor Wellness Clinic Ltd, 18a The Arches, Goswell Hill, Windsor, UK
- **By phone:** 01753 424134 - we can take details and follow up in writing

Please include your name, contact details, date(s) of concern, and a clear description of the issue. Providing relevant dates and information helps us investigate effectively.

4. Timescales

We ask that complaints be made **within six months** of the date of the event or within six months of you becoming aware of the issue, where reasonably possible. We may still consider complaints outside these timeframes if it's still possible to investigate fairly and effectively.

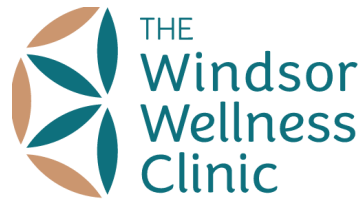
5. Acknowledgement

Dr N Price & Dr C Nieland

The Windsor Wellness Clinic

18a Goswell Hill, Windsor, SL4 1RH

Tel. 01753 424134; info@windsorwellnessclinic.com



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We will acknowledge your complaint **within 3 working days** of receiving it, advising you of the process and timescales for a response.

6. Investigation

We will investigate your complaint thoroughly, objectively, and confidentially. This may involve:

- Reviewing relevant clinical records
- Speaking with clinicians or staff involved
- Discussing the matter with you as part of clarifying expectations

Our aim is to respond **in full within 28 working days** of acknowledgement. If the investigation requires more time, we will keep you informed of progress and provide an expected timeframe for resolution.

7. Outcome and Response

Our written response will:

- Summarise the concerns raised
- Explain the findings of our investigation
- Offer an apology where appropriate
- Detail any actions taken or proposed to address the issue

Your care will not be affected by making a complaint.

8. Escalation

If you remain dissatisfied after our response, you may request a **formal review** by a senior clinician or manager not previously involved in the matter.

9. Independent Support

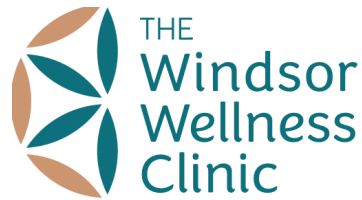
If, after internal review, you still feel your concerns are unresolved, you may choose to pursue independent mediation or raise your complaint with an external body such as:

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- **Independent Healthcare Sector Complaints Adjudication Service (ISCAS)** — an independent complaints scheme for private healthcare (useful if mediation is appropriate).
- **Care Quality Commission (CQC)** — as regulator, the CQC does not resolve individual complaints but may consider patterns of feedback when monitoring services.
- For complaints about a healthcare professional's fitness to practice, you may contact the relevant professional regulator (for example, the **General Medical Council** for doctors).

10. Confidentiality

All complaints will be handled in confidence. Details will only be shared with those involved in the investigation or where disclosure is required by law.

11. Record-Keeping

We will keep a record of your complaint, findings, and actions taken. Records are retained securely in line with data protection requirements.

Last edited: 10/3/2026

Review date: 10/3/2027

Dr N Price & Dr C Nieland

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