

Complaints Process

At Alliance Healthcare, we put the patient at the heart of everything we do. We're sorry if there is something about our service you are not satisfied with. Please contact us so that we can resolve the issue, and continue to improve the overall experience for all our customers.

Raising/escalating a complaint:

If you have a concern about any aspect of our service, please contact our [Customer Service Team](#) and raise a complaint (selecting 'Option 2' when prompted if calling us). The detail will then be passed to your Area Customer Care Manager for action where appropriate.

If the team are unable to satisfactorily resolve your complaint, please escalate this to our National Customer Care Manager, Janet Hancock, using our [Online Feedback Form](#).

Our commitment:

- All customer complaints are reviewed & discussed on a weekly basis by our Executive Leadership Team, including our Managing Director, Julian Mount.
- Written complaints will be acknowledged within 48 hours.
- Verbal complaints will be dealt with by our advisors on the phone in the first instance and escalated to our Area Customer Care team where necessary.
- We will give you a clear idea of how we plan to investigate and address your complaint, and when we will get back to you with a response.
- We aim to resolve the majority of our customer complaints within 48 hours. However, sometimes where it's necessary to ensure a thorough investigation, we'll need a little longer, but we'll keep you informed throughout.
- Your complaint will be dealt with efficiently.
- It will be properly investigated.
- We will inform you of the outcome.
- Action will be taken, where necessary.