



proven in travel health  
respected for more

## Our Customer Commitments:

- We are professional and do the right thing for you
- What is important to you matters to us
- We are dedicated on delivering on our promises to you
- We will treat you with consideration, care and respect
- You can count on our knowledge and expertise

## We want to provide the best service

There may be occasions when our service may not meet your expectations. In order to improve our service, we welcome and value your comments, complaints and compliments.

### If you need to complain:

Please speak directly to the clinic manager who will try to resolve your issue.

Or you may want to tell the Complaints team by emailing [complaints@masta.org](mailto:complaints@masta.org) or calling **0330 100 4200**.

### We will respond by:

- Acknowledging your complaint within 3 working days of receiving it; and
- Resolving or explaining the issue within 20 working days.

### Our aim is to:

- Find out what caused your concerns and why; and
- Apologise if we are at fault and take whatever action is necessary to prevent a repeat or what caused your complaint in the first place

If you've followed the process outlined above, but you still feel your complaint is not resolved, you may wish to raise with our regulators the Care Quality Commission (CQC). The CQC are not complaint adjudicators but will ensure that the correct steps have been taken in your complaint.

Care Quality Commission contact details:

Telephone: 03000 616161

Fax: 03000 616171

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

