



# How to make a complaint

Learn about Scan.com's complaints procedure.

National MRI Scan Limited T/A Scan.com is regulated by the Care Quality Commission, CQC. You can also raise any concerns directly with the CQC - details can be found on their website:

[www.cqc.org.uk/content/contact-us](http://www.cqc.org.uk/content/contact-us)

Scan.com is a company registered in England and Wales (10674268)

The Registered Office is Level 8, 180 Strand, 2 Arundel Street, London, WC2R 3DA

Email: [admin@uk.scan.com](mailto:admin@uk.scan.com)

Phone: 01277 674 889

# How to complain

If you have a complaint about any part of the service you have received from us, you can do one of the following:

1. Call our Patient Service Team on 01277 674 889
2. Email our Patient Service Team on [admin@uk.scan.com](mailto:admin@uk.scan.com)
3. Write to us at Level 8, 180 Strand, 2 Arundel Street, London, WC2R 3DA.

Complaints are managed initially by the designated Complaints Handler. We will attempt to resolve your complaint as soon as possible after receiving it.

We take every complaint seriously and endeavour to be transparent in our processes. We will also respect your confidentiality and treat every complaint impartially.

Our Full Complaints Procedure is as follows:

- At [Scan.com](https://www.scan.com), we operate a two stage complaints process.
- Before entering into this complaints procedure, we must first receive notification of the complaint from the patient, either by:
  - Email: [admin@uk.scan.com](mailto:admin@uk.scan.com)
  - Phone: 01277 674 889
  - Post: Level 8, 180 Strand, 2 Arundel Street, London, WC2R 3DA

## Stage One of the complaints process:

- The complaint must be handled by the dedicated Complaints Handler in the first instance.
- Upon receipt of the complaint, the Complaints Handler will consider the complaint and respond within 10 working days. They will either:
  - Consider the complaint to be valid and investigate it fully.
  - Consider the complaint invalid and dismiss the complaint by informing the patient within the aforementioned time period.
- When we acknowledge receipt of your complaint we will also provide the details of your Complaints Handler.
- If [Scan.com](https://www.scan.com) requires further evidence from the Patient, the Complaints Handler will contact you as soon as reasonably possible. If the Patient is for any reason unable to respond to [Scan.com](https://www.scan.com)'s request, [Scan.com](https://www.scan.com) will use all reasonable efforts to proceed with the complaints procedure.
- We aim to resolve Stage One complaints within 15 working days, however in some cases, particularly if the Patient's complaint is of a complex nature, that may not be

possible. If this is not possible, the Patient will be informed of the delay and the reasons for it.

- At the conclusion of the Stage One complaints procedure, regardless of the outcome, [Scan.com](https://scan.com) will provide the Patient with full details of [Scan.com](https://scan.com)'s investigation, our conclusions from that investigation, and any action taken as a result. The Patient will also be reminded of their right to appeal the decision and take the complaint to the Stage Two complaints procedure, by way of an appeal.

## **Stage Two of the complaints procedure:**

- If the Patient is not satisfied with the resolution of your complaint at Stage One, they may appeal the decision within 15 working days and the complaint escalates to Stage Two. Appeals are handled by members of [Scan.com](https://scan.com)'s Management team.
- Receipt of Appeals will be acknowledged in writing, within 15 working days. The Patient must quote their Complaint Reference when sending their appeal.
- We aim to resolve Stage Two complaints within 15 working days, however in some cases, particularly if the Patient's complaint is of a complex nature, that may not be possible. If this is not possible, the Patient will be informed of the delay and the reasons for it.
- At the conclusion of the Stage Two complaints procedure, regardless of the outcome, [Scan.com](https://scan.com) will provide the Patient with full details of [Scan.com](https://scan.com)'s investigation, our conclusions from that investigation, and any action taken as a result. The Patient will also be reminded of their right to seek External Resolution if they are not satisfied with the outcome of the Stage Two Complaint.

## **External resolution**

If you remain dissatisfied, you may ask for external adjudication of your complaint.

You can refer the matter to the Independent Sector Complaints Adjudication Service (ISCAS).

A request for external adjudication should be made within six months of receiving the final response.

Phone: 020 7536 6091

Website: <https://iscas.cedr.com>

Email: [info@iscas.org.uk](mailto:info@iscas.org.uk)