

# Complaints Procedure

## **ImplantiPilot Complaints Handling Policy**

### **Our complaints policy**

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

Please contact Emma Downing in writing at

[emma@implantpilot.co.uk](mailto:emma@implantpilot.co.uk)

ImplantPilot  
Siren House,  
March Way,  
Shrewsbury,  
Shropshire  
SY1 3JE

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint, review and open a file on the matter and speak to the member of staff if applicable.
3. We will write to you within 14 days of this investigation of your complaint confirming our final position on your complaint and explaining our reasons.

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