

## **Feedback & Complaints**

We value your opinion and want to continually improve the service we offer to you by hearing about your experience in terms of the care, the treatment, and any aftercare we have provided. Of course, it is always wonderful to hear your positive reviews, but it is essential that we also hear about the times when we got it wrong. It is important that we learn from our mistakes and put measures in place to improve practice and patient care.

If you have a complaint, please feel welcome to contact the Clinic Director:

**Email:** [Info@hillmedical.co.uk](mailto:Info@hillmedical.co.uk)

**Write to:** Hill Medical Skin & Health Clinic  
119 Ecclesall Road South  
Sheffield  
S11 9PJ

**Call:** 0114 2351193

Please request a copy of our complaints policy. We aim to provide you with a full written response within 28 working days, where this is not possible, we will provide you with a transparent explanation as to the cause of the delay.

## **Care Quality Commission**

We are registered and regulated by the CQC (Care Quality Commission) you are welcome to report your experience to the CQC:

**Call:** 03000 616161

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

**Online:** [www.cqc.org.uk/tellus](http://www.cqc.org.uk/tellus) ISCAS

Alternatively, you may also contact ISCAS (Independent Sector Adjudication Service) who provide independent adjudication of patient complaints for the private healthcare sector:

<https://iscas.cedr.com/patients/complaints-process>

Dated: 3<sup>rd</sup> August 2022