

How to raise a concern or make a complaint

We welcome all feedback. If something has not met your expectations, please tell us — we want to put it right.

1 Talk to us informally first

Speak to any member of staff or contact us at reception. Most concerns can be resolved quickly and informally. All staff are trained to listen and respond without defensiveness.

Call: 01432 674498 · Email: admin@churchstclinic.com



2 Stage 1 — Formal complaint to the Registered Manager

If your concern is not resolved informally, please make a formal complaint in writing:

Dr Teshk Nakshbandi — Registered Manager
34 Church Street, Hereford, HR1 2LR · doctor@churchstclinic.com

We will acknowledge your complaint within 3 working days and provide a full written response within 20 working days.



3 Stage 2 — Internal review

If you remain dissatisfied with the Stage 1 response, you may request an internal review within 6 months.

Tom Magal — Commercial Director
34 Church Street, Hereford, HR1 2LR · tom@churchstclinic.com

We will acknowledge within 5 working days and aim to respond within 20 working days.



4 Stage 3 — Independent adjudication (ISCAS)

If your complaint remains unresolved after Stages 1 and 2, you may request independent external review through ISCAS — the Independent Sector Complaints Adjudication Service.

Care Quality Commission (CQC): The CQC does not investigate individual complaints but you may share information with them about quality and safety. Tel: 03000 616161 · enquiries@cqc.org.uk