

## How to complain

Standing CT is proud of the service we provide for our users. We do, however, recognise that sometimes things can go wrong.

If you have a complaint about any aspect of the service you have received from Standing CT you can address that complaint as follows:

- by raising it at the time of your visit with the radiographer or member of staff
- by emailing [info@standingct.com](mailto:info@standingct.com) or by calling 020 3026 0019 and asking for the CQC Registered Manager.
- by writing to the Chief Executive Officer, The Standing CT Company Ltd, Aston Court, Kingsmead Business Park, Frederick Place, High Wycombe, Bucks, HP11 1LA

Standing CT undertakes to be the following in handling your complaint: accessible, impartial, responsive and respectful of your confidentiality.

## What information should I supply?

1. The background to your complaint, including the location where you were scanned, relevant dates, times and the names of staff involved in your scan.
2. Any specific grievance or issues that you wish to be addressed.
3. What it is you hope to achieve through the complaints process – your desired outcome.

## Is there a time limit for making a complaint?

Ordinarily a complaint must be made within twelve months of the date when the matter occurred. Standing CT will attempt to resolve your complaint at the point that you raise it. It will aim to acknowledge written complaints within three working days of receipt. A full response will be made within 28 working days of your complaint, failing which you will be advised of progress and reasons for delay.

## What if I am not satisfied?

If you feel Standing CT has not resolved your complaint satisfactorily, you may explore the following independent routes for support, who may be able to review your complaint:

The Parliamentary & Health Service  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
0345 045 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Independent Healthcare Sector Complaints  
Adjudication Service  
70 Fleet Street  
London  
EC4Y 1EU  
020 7536 6091  
[www.iscas.org.uk](http://www.iscas.org.uk)

Care Quality Commission on 03000 616161 or [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or [www.cqc.org.uk](http://www.cqc.org.uk)

Citizens Advice, a national charity and network of local charities offering confidential advice online, over the phone, and in person, for free [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)