

Unrepresented Claimants – Complaints Policy

Doctors Chambers (UK) Ltd is committed to the principle of continuous improvement applied to all aspects of the business in order to deliver a reliable, professional and independent service that fulfils the needs and exceeds the expectations of unrepresented claimants.

Our aim is to facilitate a medical report at your convenience and make the medical report journey as uncomplicated and straightforward as possible. If you are unhappy with the service provided, please contact us via one of the channels below and we will work to resolve your issue as quickly as possible.

Email: myclaim@doctorschambers.com

Telephone: 01753 440 333

Post: Doctors Chambers (UK) Limited, Crown House, William Street, Windsor,
Berkshire, SL4 1AT

Online: Submit an online enquiry form here
<http://www.doctorschambers.co.uk/contact>

Doctors Chambers will record, investigate and take corrective action on all complaints. There are four stages to our complaints process.

Stage 1 - Quick Resolution

Our experienced customer service team will always endeavour to resolve any issue for you there and then via the telephone or responding to any written or email enquiry. If you are not happy with the resolution suggested, the dedicated team leader will investigate the matter for you at your request and provide a more detailed reply within 2 working days of the issue being raised.

Stage 2 - Formal Complaint - Escalation Team

Some matters require a more detailed review of the root cause so any formal complaints will be dealt with by a dedicated escalation team claim handler. They will acknowledge any formal complaints within 48 hours and contact you to discuss the outcome of their review and agree a proposed cause of action with you.

Our aim is to resolve the matter to your satisfaction within 10 working days. Should this not occur, the matter will be referred to the Operations Manager.

Stage 3 - Escalation to Operations Manager

The Operations Manager will review the service provided and provide you with a full and final detailed review within 5 working days of the escalation.

Stage 4 - Director review

If a complaint remains unresolved at this stage, it will be reviewed at a Director level.

Medco are an external governing body and can be contacted enquiries@medco.org.uk