

TICCS - Complaints Procedure

At TICCS we always endeavour to provide you with the best possible service. However, we know that sometimes things can go wrong. If this happens, we want to know about it, so that we can do everything possible to resolve your complaint as quickly as possible for you.

Please send any complaint to:

Complaints
The Injury Care Clinics Ltd
Carnac House
Carnac Court
Cams Estate
Fareham
Hampshire
PO16 8UZ

Or phone 0844 493 5060

or fax 0844 493 5035

Dealing with your complaint

Your complaint will be given to the relevant departmental manager. We will make every effort to deal with your enquiry immediately. Where this is not possible, we will acknowledge receipt of your complaint within 2 working days and continue our investigations as quickly as possible. If we have been unable to advise you of the outcome of our investigation within 10 working days, we will contact you again to advise you of our progress.

If we are unable to resolve your complaint to your satisfaction, you may write to the Operations Director at the above address. Your letter will be acknowledged within 2 working days and a final response will be provided to you within 15 working days.