



Complaints Procedure

Customer satisfaction and service (both patients and prescribers) are incredibly important to Specialist Pharmacy and we strive to deliver exceptional levels of service consistently. However, we recognise that there may be occasions where you feel these high standards have not been met and you may wish to make a complaint.

Complaints are taken very seriously and we have a procedure in place to respond to each complaint and ensure steps are taken to avoid them reoccurring.

Complaints will be acknowledged within 2 working days and our aim is then to respond to you within 10 working days with a full investigation and resolution in a letter. On occasions, it might take longer to investigate complaints but we will always contact you to let you know why it may take longer to resolve and an anticipated timescale.

To make a complaint:

Email:

info@specialist-pharmacy.com

Write to us:

Specialist Pharmacy,
Londoneast-UK Business & Technical Park,
Yew Tree Avenue,
Dagenham
RM10 7FN

To help us respond and resolve your complaint as quickly as possible, please provide as with the below information:

- Full name and date of birth
- Telephone number (in case we need to contact you to clarify the information or ask for additional information)
- The details of your complaint and why you are dissatisfied
- Actions taken to date to resolve the complaint
- How and when you would like to see the issue resolved

Specialist Pharmacy

Londoneast-UK Business & Technical Park, Yew Tree Avenue, Dagenham, RM10 7FN

T: +44(0)207 637 1055

E: info@specialist-pharmacy.com

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