

# Complaints Policy

## Dickson Chemist

### Our Commitment to Patients and Customers

At Dickson Chemist, we are committed to providing safe, professional, high-quality pharmacy and clinical services to all patients and customers. As a highly regulated healthcare provider, we take all feedback, concerns, and complaints extremely seriously.

We recognise that, despite our best efforts, there may occasionally be times where our service does not meet expectations. When this happens, we want to hear about it so that we can investigate fully, resolve issues promptly, and continually improve our services.

We aim to resolve concerns fairly, efficiently, and as close to the point of care as possible. Wherever appropriate, we encourage patients to first attempt to resolve issues locally with the pharmacy team or clinic staff involved, as many concerns can often be addressed quickly and informally at this stage.

If you remain dissatisfied, or if you would prefer to make a formal complaint, please follow the process below.

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## How to Make a Complaint

### Preferred Method - Website Feedback Form

The preferred way to submit a complaint is via the feedback/contact form on our website:

[www.dicksonchemist.co.uk](http://www.dicksonchemist.co.uk)

Please click the “**Contact**” then “**Feedback Form**” link at the top of the website and provide as much detail as possible regarding your concern.

This allows us to route your complaint efficiently to the appropriate department for investigation and response.

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### Alternative Methods

If you are unable to use the website feedback form, you may contact us using the following methods:

**Email:**

[info@dicksonchemist.co.uk](mailto:info@dicksonchemist.co.uk)

**Telephone:**

0800 027 6910

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# Information to Include

To help us investigate your complaint effectively, please include:

- Your full name
  - Date of birth (where relevant)
  - Contact details
  - Details of the pharmacy, clinic, or service involved
  - Dates and times relevant to the complaint
  - A clear description of your concern
  - Any actions already taken to try to resolve the matter
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## What Happens Next

Once we receive your complaint:

1. We will acknowledge receipt of your complaint as soon as reasonably practicable.
2. Your complaint will be reviewed by an appropriate member of the management or clinical team.
3. We may contact you for additional information if required.
4. We will investigate the matter thoroughly and fairly.
5. We will aim to provide a response and proposed resolution within an appropriate timeframe depending on the complexity of the matter.

Where appropriate, we will use complaints and feedback as part of our wider governance, patient safety, and quality improvement processes.

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## Our Approach

Dickson Chemist operates within a highly regulated healthcare environment and complies with relevant professional, legal, and regulatory standards. Patient safety, confidentiality, professionalism, and continuous improvement are central to our approach.

We are committed to:

- Treating all complainants respectfully and fairly
- Investigating concerns objectively
- Maintaining confidentiality where appropriate
- Learning from feedback and improving services
- Resolving concerns locally wherever possible

Making a complaint will not negatively affect your ongoing care or access to our services.

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## Escalation

If you are dissatisfied with the outcome of your complaint, you may be entitled to

escalate your concerns to the relevant regulatory or ombudsman body depending on the nature of the service provided.

We will provide information regarding appropriate escalation routes where applicable.

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## **Policy Review**

This policy is reviewed periodically to ensure compliance with current regulatory standards and best practice guidance.