



Complaints Procedure

Complaint Managers Details

Name – Lisa Graham, Customer Service Manager

Telephone – 01422 847871

Address – X-PERT Health, Linden Mill, Linden Road, Hebden Bridge, West Yorkshire, HX7 7DP

Email – admin@xperthealth.org.uk

If you have a complaint, X-PERT Health will follow the process outlined below to investigate your complaint:

1. On receipt of your complaint, it will be logged, allocated a complaint reference number and an investigating officer will be appointed.
2. Your complaint will be formally acknowledged within 5 working days of receipt, and we will confirm to you in writing the complaint reference number, investigating officer and timescales for investigation.
3. X-PERT Health aims to complete its investigations into any complaint it receives about its performance or products within 4 weeks of receipt. Should our complaint investigation require additional time then you will be advised of this and revised timescales and interim updates on progress will be provided.
4. On completion of our investigation into your complaint, we will inform you in writing of the outcome, including where necessary, any corrective actions and opportunities for improvements which have been identified.
5. If a complaint is not upheld, the complainant may appeal to the addressed below, within two weeks of our outcome letter.
6. Your appeal will be investigated, and this decision will be final, you will be informed in writing of the outcome.
7. The complaint will be deemed closed if we have not heard from you within 8 weeks of our initial outcome letter.

Claire Pridige
Head of Service Delivery
Spirit Health Group Limited
Spirit House
Saffron Way
Leicester
LE2 6UP

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