

Complaints Policy

At Express Medicals Plc, we aim to provide an excellent level of service to all our clients and to behave in a way that is professional, efficient and friendly. However, there might be occasions when you feel we did not meet your expectations.

In the first instance, please speak to the person involved in your care, or ask to speak to their line manager. We work hard to resolve concerns at the first point of contact. If a satisfactory resolution is not reached after speaking to the relevant line manager and you would like to put your complaint in writing, the next step is to write to or email Express Medicals' Chief Executive Officer, Dr Dan Hegarty, who can be contacted at:

Dr Dan Hegarty
CEO
Express Medicals Plc
8 City Business Centre
Lower Road
London
SE16 2XB
Tel: 020 7500 6900
e-mail: feedback@expressmedicals.co.uk

We will acknowledge your complaint within two working days and will aim to provide a full written response and resolution within seven working days. Where a resolution within this timeframe is not possible, we will contact you with an explanation of the reason for the delay along with a proposed timescale for resolution or further update.