

## Complaints Policy

Last Updated Saturday, 16 October 2010

We are committed to providing a high quality, accessible and responsive service to our patients. One of the ways in which we can continue to improve our service to you and to other patients is by listening and responding to your comments and complaints. We aim to resolve these as quickly and professional as possible. All complaints will be taken seriously, treated impartially and given a speedy and effective response.

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Your comments

We are always pleased to receive your comments about our work. It is

useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our patients

## Your complaints

We hope you will be fully satisfied with the service you receive from Cyprus Sun Med Connections, but if you have a complaint about our service we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible.

## How to send your feedback

You can send us your comments or complaints on our service, which we will deal with confidentially, by telephone, online or in writing.

### By telephone

Please call 00 357 99 452641

### By email

To provide feedback on any part of the Cyprus Sun Med Connections service, you can email [info@cyprussunmedconnections.com](mailto:info@cyprussunmedconnections.com)

In writing

If you wish to write to us with your comments or complaints about the Cyprus Sun Med Connections service, write to:

Cyprus Sun Med Connections

P.O. Box 70615

Limassol

Cyprus 3801

What we need to know

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- A clear description of the complaint and what you would like us to do to sort things out.
- Your full postal address, telephone number (including dialing code), and email address if you have one.

What happens next?

We will acknowledge your complaint within 7 working days. We hope to respond in full within this time, but if this is not possible we will explain why and give you a date by which you can expect a full reply.

When we contact you, - depending on the nature of your complaint we will also tell you what you can do if you are not satisfied with our reply.