

Dr Steven Kinnear and Dundonald Consulting Rooms welcomes comments, complaints and suggestions - we are constantly seeking to improve our services and welcome feedback, both positive and negative.

## How to complain

We hope that most problems can be sorted easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint.

Should you have any reason to make a complaint about our service you can ask to speak to Dr Kinnear or the Practice Manager either on the phone or in person, or you can put your concern in writing by email or by post.

We welcome compliments, feedback and suggestions by the same routes.

## Right to a secondary review of aviation medical assessments

Where an applicant is assessed as unfit following an aviation medical assessment, they have a right to a secondary review.

The CAA Policy and Procedure for Secondary Reviews is available on the CAA website at [20240220 Secondary review procedure \(caa.co.uk\)](https://www.caa.co.uk/20240220/Secondary-review-procedure-caa.co.uk)

A request for a secondary review of the assessment should be made formally to CAA Medical using the form provided at Appendix A in the Secondary Review Procedure.

A request for secondary review should usually be made within 6 months of the primary assessment.

## What we will do

We will acknowledge your complaint in writing and endeavour to respond, after fully investigating, within 10 working days to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again
- Write to you on completion of a complaint investigation explaining how it has been resolved, what appropriate action has been taken and advising you of your right to take the matter to an appropriate external body if you are not satisfied with the outcome

## If you wish to complain on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness or lack of capacity) of providing this.