

**Dr Pardeep Grewal MRCPsych**  
**Consultant Psychiatrist**

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**Complaints procedure- Information for patients**

- Harley Street Psychiatry is committed to providing a high quality healthcare service to all patients. We welcome any comments or suggestions about the patient services on offer.
- We also recognise there may be occasions when patients may wish to complain about some aspect of the healthcare which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we kindly ask that you bring this to the attention to us.
- This complaints procedure ensures your complaint will be dealt with as quickly as possible. Please email complaints to Nicky Dhanoia at info@harleystreetpsychiatry.co.uk.
- All written complaints will be acknowledged within 48 hours and, if applicable, responded to in writing within 20 working days of being received.
- If a full response cannot be given within this time, we will write to you to explain the reason for delay.

-END-2023-

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