



Complaints Procedure.

Ozone Health welcome feedback from patients regarding their experience within our services. All feedback is used to help improve our services and our patients' experience. Ozone Health manage complaints received about our services in line with NHS England guidelines.

How can you inform us of your feedback or concerns?



Email

You can email us your concerns to our Support Team at support@ozonehealth.co.uk



Website

You can send a message to us via the contact form on our website: www.ozonehealth.co.uk/contact



Post

You can write to us outlining your feedback or concerns.

Our address is:

Ozone Health Ltd

Pod 2, The Treetops

Hesslewood Hall Business Park

Ferriby Road

Hessle

HU13 0LH



Telephone

You can call and speak to a member of our team by ringing 01482 908208



What happens next?

1. Acknowledgement

Our team will contact you within 48 hours of receiving your complaint to acknowledge receipt. A member of our team may then contact you to obtain further information regarding your complaint.

2. Investigation

Our team will complete an investigation upon your complaint.

3. Resolution

Our team will contact you via letter, email or telephone call to discuss the outcome of your complaint. We aim to resolve complaints within 5 working days of receipt, but our team will be in contact with you at regular intervals (usually every 5 working days) with updates if this is not possible.

Unsatisfied with our response to your complaint?

We are sorry to hear that you are unsatisfied with our response to your complaint. Ozone Health manage complaints received about our service in line with NHS England guidelines.

In the first instance, please re-contact our team, who will reopen your complaint and complete a further investigation.

At this point, if you are still not satisfied you can contact the Health and Parliamentary Services Ombudsman to review the complaint. They can be contacted through the following methods:

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk