



Patient Concerns & Complaints

At VeinCentre, we are committed to delivering the highest standard of care and service. We value all feedback, including complaints, as an important part of improving the way we support our patients and achieve our purpose, which is to support all patients to Walk Out Happy.

If you are dissatisfied with any part of your experience, we encourage you to let us know. Your concerns will be treated seriously, respectfully, and in confidence.

How to Raise a Concern

If you are dissatisfied with any aspect of your experience with us, please first contact our Patient Advisory team and they will aim to resolve your concerns quickly and to your satisfaction.

You can contact our Patient Advisory team by:

Telephone: 01782 753960

Email: patientcare@veincentre.com

Post: VeinCentre Head Office, Unit 5, Lyme Vale Court, Lyme Drive, Stoke on Trent, Staffordshire, ST4 6NW

Formal Complaints

If we are unable to resolve your concerns informally and if you remain dissatisfied, you have the option to move to our formal complaint's procedure.

External Complaints

At any stage, you may also refer your complaint or share feedback about our service with the relevant healthcare regulator.

In England – Care Quality Commission (CQC)

The CQC does not investigate individual complaints but welcomes feedback about your experience of care. This helps them monitor and regulate services.

You can share feedback or raise a concern with the CQC using the following details:

Website: www.cqc.org.uk/give-feedback-on-care

Email: enquiries@cqc.org.uk

Phone: 03000 616161

Post: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

In Scotland – Healthcare Improvement Scotland (HIS)

HIS will investigate individual complaints. You can contact them using the following address:

Programme Manager
Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh, EH12 9EB

In Wales – Healthcare Inspectorate Wales (HIW)

Like the CQC, HIW does not investigate individual complaints, but patients can share feedback or concerns about a healthcare service to help inform their inspection and regulatory activity.

Feedback can be submitted via:

Website: www.hiw.org.uk/feedback

Email: hiw@gov.wales

Phone: 0300 062 8163

Post: Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

In Northern Ireland – Regulation and Quality Improvement Authority (RQIA)

RQIA regulates independent healthcare services in Northern Ireland and can receive complaints or feedback about care provided.

You can contact them using the following details:

Website: www.rqia.org.uk

Email: info@rqia.org.uk

Phone: 028 9536 1111

Post: Regulation and Quality Improvement Authority, 9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT

Our Commitment to You

- Our aim will always be to resolve your concerns to your satisfaction
- Your complaint will be investigated thoroughly and fairly
- We will offer a clear explanation and the appropriate resolution
- We will learn from your experience to continue improve the quality of our service