

Complaints Procedure

Implantiem Ltd. Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our customers. If there is a service or product you are unhappy with, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details listed below. We have eight weeks to consider your complaint.

Please contact Emma Buglass in writing at:

emmabuglass@implantiem.co.uk
Implantiem UK Ltd.
Siren House,
March Way,
Shrewsbury,
Shropshire
SY1 3JE

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint, review and open a file on the matter and speak to the member of staff if applicable.
3. We will write to you within 14 days of investigation of your complaint and confirm our final position explaining our reasons.

January 2021