



Complaints Procedure

Aria Fertility is committed to providing a high-quality independent fertility healthcare service to all patients. All clinic staff recognise that there may be occasions when patients may wish to complain about some aspect of the service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of staff as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

Verbal Complaints

If you wish to speak to someone about any aspect of the Aria Fertility healthcare service, please try to do so as soon as possible, preferably before you leave the clinic premises. Staff will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

Written Complaints

All written complaints should be addressed to Mr Rob Smith, Clinic Director at the address above. Please describe as fully as you can the nature of your complaint stating the following information:

- what you are unhappy about
- when the incident took place, and
- what clinic staff were present at the time.

Your complaint will be acknowledged and we will investigate the nature of your complaint and offer to meet with you in order to resolve the issue/s. You will receive a full written response within twenty (20) working days of the complaint being received.

If a full response cannot be given within twenty (20) working days of receiving your complaint, we will write to you to explain the reason for the delay and agree a further timescale. You will receive a full written response within five (5) days of a conclusion being reached.

Human Fertilisation and Embryology Authority (HFEA)

If you are still unhappy about the outcome of your complaint, you may wish to contact the HFEA, the organisation that regulates Aria Fertility as an independent licensed fertility treatment provider in England. Email:

enquiristeam@hfea.gov.uk; Helpline: +44 (0)207 291 8200

Please be assured that Aria Fertility will deal with all complaints confidentially and following investigation, will consider making changes to the private fertility healthcare service to improve the services on offer to all patients.