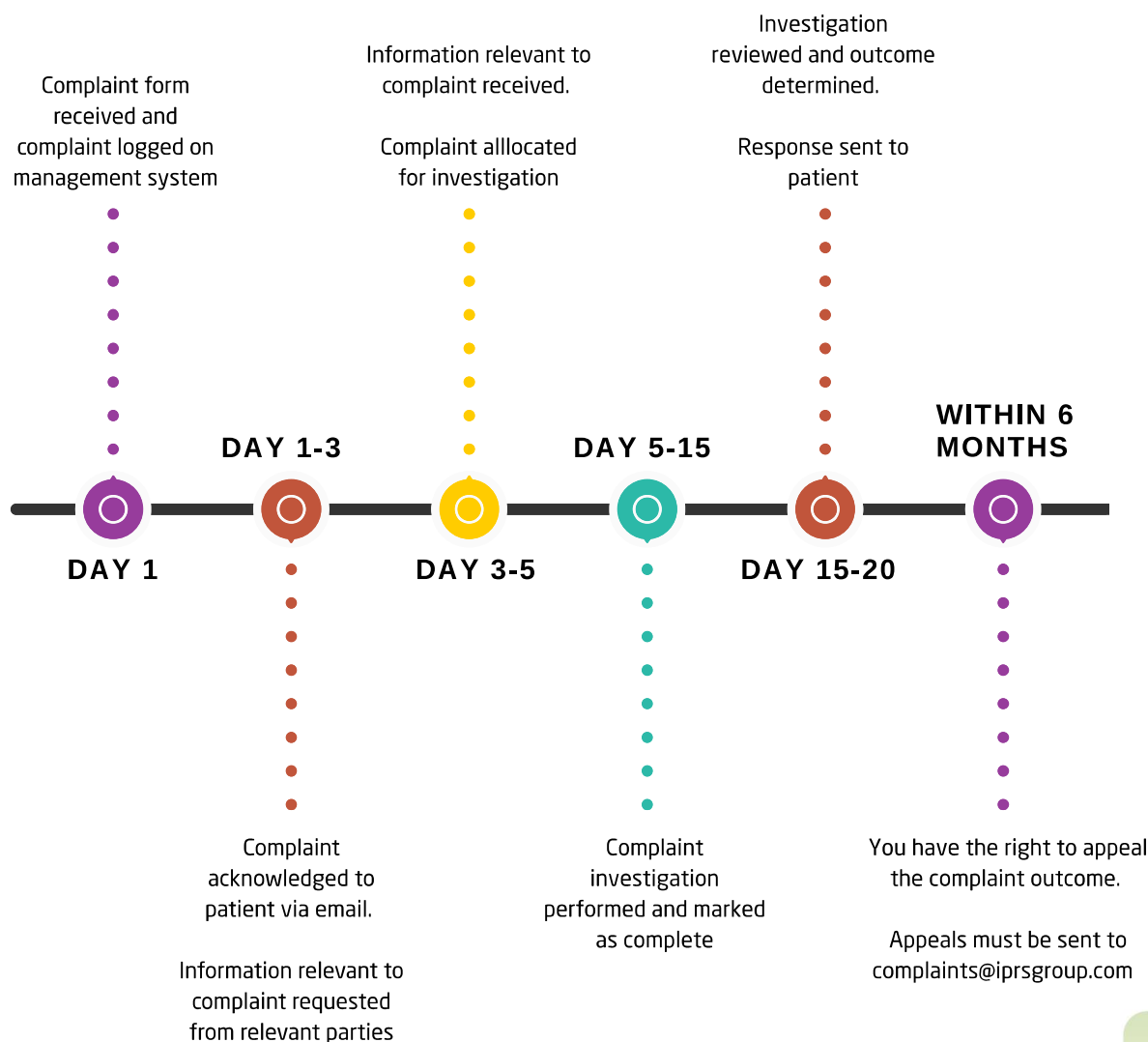


Our Complaints Process

Thank you for raising your concern to IPRS Health. We are sorry that you have felt cause to complain. We welcome all feedback, whether this is positive or negative, to help us improve our services.

The complaint you have raised will be investigated in line with our Complaint Process which is documented below. If you have a query or concern at any stage of the process, please contact your designated complaints representative on complaints@iprsgroup.com.



Our Appeals Process

Should you disagree with the outcome of your complaint, you have the right to appeal.

Appeals should be raised within 6 months from the date of your complaint response. Appeals should be sent by email to complaints@iprsgroup.com. In addition to stating you wish to appeal the decision within the email, we kindly ask that you include as much detail as possible on the reasons why you feel the decision is incorrect and the actions you would like us to consider taking.

The process for appeals is similar to the complaints process as per the timeline below.

