

Raising Concerns

Whether you're an employee, or a member of the public, we want to know as soon as possible about any concerns to do with our facilities or anyone working in them, so please let us know about it as soon as possible.

We will investigate your concern thoroughly and openly so that we can explain, apologise where appropriate, and take action to improve. If you would like to get in touch you can email erika@howellmedicalgroup.co.uk

We hope you will feel comfortable raising your concern openly, but we also appreciate that you may want to do so confidentially. Please be aware that there are circumstances where we may be required to disclose your identity by law or in the wider public interest, for example, in circumstances where there are safeguarding concerns, alleged fraud, or an issue which requires investigation by an external authority, such as the police.

You can choose to raise your concern anonymously, without giving anyone your name, but that may make it more difficult for us to investigate thoroughly and give you feedback on the outcome.