

The Travel Clinic (Glasgow) LLP
5 West Wing
St James Business Centre
Linwood Road
Paisley
PA3 3AT
Tel 0141 8897656
info@thetravelclinicglasgow.co.uk

Complaints Process

You can contact the clinic by phone on 0141 8897656 or by emailing info@thetravelclinicglasgow.co.uk.

You can also write to us at: The Travel Clinic, 5 West Wing, St James Business Centre, Linwood Road, Paisley, PA3 3AT.

Once your complaint has been received, the following process will be followed.

- We will acknowledge your complaint within 3 working days.
- Investigation of your complaint will be undertaken by our Registered Manager or
- Medical Director.
- The result of this investigation will be provided to you within 25 working days.

At any point, you can also contact Healthcare Improvement Scotland. Our registration number is 00368. The contact details for Healthcare Improvement Scotland are:

Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
0131 6234342 his.ihcregulation@nhs.scot

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