

NWNT

A BESPOKE NEUROPSYCHOLOGY SERVICE

Dr Gemma Wall BSc (Hons), C.Psychol, DClin Psych. PGDip Clin. Neuropsych.

COMPLAINTS PROCEDURE

Complaints should be put in writing and addressed to:

Dr Gemma Wall
NWNT
Lester House
21 Broad Street
Bury
BL9 0DA

or

Dr Gemma Mercer / Dr Antonia Kirkby
NWNT
Sutton House
27 Wilson Patten Street
Warrington
WA1 1PG

or to:

gwall@nwnt.co.uk

gmerc@nwnt.co.uk / akirkby@nwnt.co.uk

We will respond to your complaint within a maximum of 30 days, although we will always endeavour to do so sooner.

Complaints are taken seriously and addressed thoroughly. However, following the response, if you remain unsatisfied, regulation is provided by the Health & Care Professions Council (HCPC). Their complaints procedure can be accessed via the following:

Fitness to Practice:

Tel No: 0800 3284218

Web address: <http://www.hpc-uk.org/complaints/contactus/>