



**CRYSTAL MEDICA**  
By Dr. Eldimarys Curry

# How to make a complaint

We welcome feedback and handle complaints fairly, promptly & confidentially

## Tell us what happened

1

Speak to any member of staff, or contact our Complaints Lead:

**Dr Eldimarys Curry-Machado - Crystal Medica, 22 Church Road, London SE19 2ET**

**Email: [info@crystalmedica.com](mailto:info@crystalmedica.com) | Tel: 07396 700707**

You can complain in person, by telephone, by email or in writing.



## We acknowledge your complaint

2

**We will acknowledge it within 3 working days and explain what happens next.**

Any immediate clinical, safeguarding or patient-safety action will be taken without delay.



## We assess and investigate

3

The complaint will be investigated promptly, fairly and proportionately.

We may review records, speak with staff, ask you for clarification, or seek independent advice where needed.

**Your confidentiality will be respected throughout.**



## You receive a written response

4

**We aim to provide a full written response within 20 working days.**

If more time is needed, we will send a progress update within 20 working days and tell you when to expect the full response.

The response will explain our findings, conclusions and any action or learning.



## If you are still not satisfied

5

We will explain relevant external routes. Depending on the issue, these may include the Independent Doctors Federation / ISCAS, Save Face, the General Medical Council, or the Care Quality Commission. CQC can receive concerns about quality and safety, but does not normally resolve individual complaints for patients.

### Complaint about Dr Curry-Machado?

She will not be solely responsible for investigating a complaint about herself. Independent external review will be arranged where needed.

### Need help to complain?

We can assist you, make reasonable adjustments, provide accessible information and support communication needs. You will not be disadvantaged for raising a genuine concern.